

Remington Arms Co., Inc.
Product Service
Legal Case #:5404

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
223552	2/17/2011	12/13/2010	2/25/2011	12/4/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bob	Colflesh	425 Scottdale Ave.	Scottdale	PA	15683		H 724-887-8899 C 724-787-0460

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI left thumb cut open				
PD	Cause:4038 Could Not Duplicate Concern		N	
S	Concern:1007 Fired on Safe Release			
C FSR				

12/10/10: Customer called in. He stated that he had a FSR on 12/4/10 & it took a chunk out of his thumb. No medical treatment. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Rbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6663619	EQ	10/18/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
11/20/2009	IL GALEF SONS NY NY	TWO PIECE BASE	N			

CONCERN:FSR, INJURY

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$62.40	2/25/2011				

12/13/10: Sending ARS, ltr, form. df Box order# 1167712. df 2/25/11: Per ltr - Could not duplicate concern. Trigger & trigger pin rusty. I called customer & left voice mail requesting a call back. I can have the factory remove bolt lock, replace TA, clean & test fire @ n/c. df 2/25/11: Wife, Diana, called & approved repair work. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR LH
	Date Code		EQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	

Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG AND PIN RUSTY
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

X

COPY

221
EQ 14
7#
.011

5404

December 13, 2010

Bob Colflesh
425 Scottdale Ave.
Scottdale, PA 15683
Ph: 724-887-8899

Ref: # 5404

Dear Mr. Colflesh,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

A6663619

Model: 700



RE00223552

RECEIVED
FEB 20 2011

BY:.....

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Print

Reset

Model Number: 700 LH		Serial Number: A6663619	
Are you the original owner?: ☐ YES ☒ NO			
Name: Robert G. Hersh		Date of Purchase: a gift 11-20-2009	
Address (no PO Boxes): 425 Scottsdale Ave			
City: Scottsdale		State: PA	Zip: 15683
Phone (Daytime): 724-787-0460 or 724-867-8866		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: while unloading my 700 LH 30-06 Remington I unloaded three rounds of ammunition from the bottom of magazine. I took the safety off to remove the last round of ammunition. My 700 LH 30-06 Remington fired just as moving the action very little cutting my thumb on my left hand.			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: 30-06 Springfield	
Other (i.e. bullet weight/type, shot size, powder): 180cc Core-Lock PSPR 30065			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds) <i>after every time I use it and 6 months</i>
How often do you clean the action? (Months or Number of rounds) <i>after every time I use it and 6 months</i>
How often do you clean the trigger assembly? (Months or Number of rounds) <i>6 months</i>
Brand of lubricant used: <i>Remoil with Teflon</i>
How often do you lubricate the bore? (Months or Number of rounds) <i>after cleaning</i>
How often do you lubricate the action? (Months or Number of rounds) <i>after cleaning</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <i>6 months</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☒ YES ☐ NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>unknown</i>
What were the services performed? <i>unknown</i>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357
☐ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM. :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.



www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	12/13/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
☒ PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5404 rifle			

LABEL INFORMATION

MAIL LABEL TO: Bob Colflesh 425 Scottdale Ave. Scottdale, PA 15683 Ph: 724-887-8899
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 DEC 13, 2010 ALL CURR USD 1 OF 1
SVC GNDCCM ACT WT 10.0 LBS
TRACKING 124XX5965055844389
REF 1:BOB COLFLESH/CD/DMF
REF 2:5404/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COO 0.00 RS 0.00
DC 0.00 OGD 0.00 SD 0.00
RM 0.00 PR 0.00 SP 0.00
TOT PUB CHG 7.42 PUB+HANDLING 7.42