

Remington Arms Co., Inc.
Product Service
Legal Case #:5769

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
222635	2/9/2011	1/26/2011	2/10/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ron	Coats	1563 Canyon Rd	Hodges	AL	35571		H 205-935-3235 E coats.ron.aclo@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1007 Fired on Safe Release			
C	FSR			

Customer sent in an email. He stated he bought gun in 1974 and periodically he has FSR. He stated he saw a "documentary" about the safety on our rifle. He stated he loves the rifle but is now afraid of it. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	6621477	LX	2/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner			
	JOHNS SPT GDS CANTON OH	TWO PIECE BASE	Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV

Per Ilion - Quote to
repair under BLM
program

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	2/22/2011

1/26/11: Emailed letter & form. Media Coord. will email ARS. df 2/22/11: Per Ilion - TA set screws altered. Safety detent snap clip mis-assembled. Replace TA, clean & test fire under BLM program - quote. Customer apprvd & pd by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B TRAVIS
	Exam Date		2/10/2011
	Product Type		RF
	Action Type		A
	Assigned To		T NAGLE

	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

2211
LX2/73
3#
1005

[COPY]

5769

Ron Coats
1563 Canyon Rd.
Hodges, AL 35571
Ph: 205-935-3235
Email: coats.ron.aclc@gmail.com

Ref: # 5769

Dear Mr. Coats,

You will receive a shipping label for UPS by email in 2-3 business days. 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

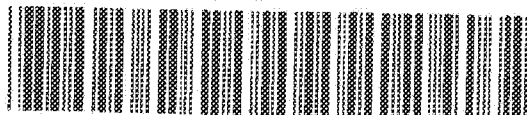
T.A. set screws & 1/2 x 1/4" safety
Detent snap clip miss ASM.
Up have TPA, clean & test Rine
Under RCP for \$ 20.00 + ship

Quote

Serial Number:

6621477

Model: 700



RE00222635

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

FEB 15 2011

BY:.....

Print

Reset

Model Number: <u>Rem 700 ADL</u>		Serial Number: <u>6621477</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Ron Cobb</u>		Date of Purchase: <u>1973</u>	
Address (no PO Boxes): <u>1563 CANYON RD</u>			
City: <u>Hodges</u>		State: <u>AL</u>	Zip: <u>35571</u>
Phone (Daytime): <u>205-935-3235</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u></u>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; padding: 10px; min-height: 100px;"><u>3 times since 73, the gun has discharged once the safety was moved to the "F" position. I have never been able to duplicate.</u></div>			
500 characters left			
Ammunition Information:			
Manufacturer: <u></u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: _____
How often do you clean the bore? (Months or Number of rounds) _____
How often do you clean the action? (Months or Number of rounds) _____
How often do you clean the trigger assembly? (Months or Number of rounds) _____
Brand of lubricant used: _____
How often do you lubricate the bore? (Months or Number of rounds) _____
How often do you lubricate the action? (Months or Number of rounds) _____
How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____
What were the services performed? _____
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler Avenue Illion, NY 13357
<input type="checkbox"/> 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.

* Please contact me by email for credit card information.

COME MORNING

God's children too long have been burdened
They are longing for heaven's green shore
Where heartaches are left far behind us
And burdens are carried no more

Come morning I'll walk by the river
I'll rest beneath the evergreen tree
So I'll carry my cross through the midnight
Come morning there's glory for me

Sometimes I'm despised and rejected
And I asked O Father how long
Then I take one more look at Mount Calvary
And I find the strength to go on

Come morning I'll walk by the river
I'll rest beneath the evergreen tree
So I'll carry my cross through the midnight
Come morning there's glory for me
TAG: Come morning there's glory for me.

3769

Reference #
101230-000104

Status
Waiting

Assigned To
Administrators
Dell -

Product
Firearms

SLA
Not specified

Queue
CSR

safety

Discussion Thread

Response (Dell -)

01/26/2011 01:13 PM

Dear Mr. Coats,
We cannot send out the trigger assembly. We need the gun sent into us for exam. They will determine the cause and what needs to be done if a repair is needed.

Dell

Customer (Ron Coats)

01/20/2011 04:10 PM

I read this message on 1/14. The Serial # is 5621477. Model 700 ADL in .243. Also, what about just sending in the trigger/safety assembly, since this is where the problem exists? Ron Coats
On Mon, Jan 10, 2011 at 12:46 PM, Remington Information info@remington.com wrote:

Response (Dell -)

01/10/2011 01:46 PM

Dear Mr. Coats,
We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, and when this occurred.

Sincerely,
Dell

Customer (Ron Coats)

12/31/2010 12:26 PM

Do you have an answer or not?
On Thu, Dec 30, 2010 at 9:11 PM, Remington Information info@remington.com wrote:

Customer (Ron Coats)

12/30/2010 10:11 PM

I have a Rem. 700 ADL in .243 that I bought in 1974. Periodically when the safety is repositioned to the "off" or "fire" position the gun will discharge without the trigger being pulled. I am aware of the problems that you have had with the style of trigger and I have seen the documentary about this safety. I have 21 Rem. 700's and this is the only one I have had a problem with. I love to hunt whitetails with this rifle, but since I saw the documentary, I am afraid to. I originally thought that it was something I was doing or else the rifle may have needed cleaning, but now I know this is not the case. What do you recommend?

Ron Coats
1563 Canyon Rd.
Hodges, AL 35571
205-935-3235

Primary Contact

First Name: Ron
Last Name: Coats
Organization:
Login: coats.ron.adl@gmail.com
Title:
Contact Type:
Email: coats.ron.adl@gmail.com
Email - Alternate #1:
Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Remington.

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Hodges, AL 35571
Ph: 205-935-3235
Email: coats.ron.acle@gmail.com

Ref: # 5769

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[COPY]

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enclosure

[Print](#)[Reset](#)

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner? <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: _____
How often do you clean the bore? (Months or Number of rounds) _____
How often do you clean the action? (Months or Number of rounds) _____
How often do you clean the trigger assembly? (Months or Number of rounds) _____
Brand of lubricant used: _____
How often do you lubricate the bore? (Months or Number of rounds) _____
How often do you lubricate the action? (Months or Number of rounds) _____
How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____
What were the services performed?) _____
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;"> Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357 </p>
<p><input type="checkbox"/> 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.</p> <p style="text-align: center;"> :: 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 </p>

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Fulcher, Dell Marie

From: postmaster@remington.com
To: coats.ron.acic@gmail.com
Sent: Wednesday, January 26, 2011 4:54 PM
Subject: Relayed: Ron Coats - Remington Ref# 5769

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

coats.ron.acic@gmail.com

Subject: Ron Coats - Remington Ref# 5769

Remington.

www.remington.com

C. Coats

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

ARS LABEL REQUEST FORM

DATE:	1/26/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
RELEASE CHECK ONE			
MEDIA			
COORDINATOR	XXXXXX		
TO MAIL			
DESCRIPTION: Ref # 5769 rifle		4XX586 JAN 27, 2011 ALL CURR USD 1 OF 1 SVC GNSCOM ACT WT 10.0 LBS TRACKING# 124XX5869067922480 REF 1:RON COATS/CD/DNF REF 2:5769/RIFLE HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRG: SVC T/P USD DV 0.00 COD 0.00 RS 1.00 DC 0.00 DGD 0.00 SD 0.00 AH 0.00 PR 0.00 SP 0.00 TOT PUB CHG 9.86 PUB+HANDLING 9.86	

LABEL IN

MAIL LABEL TO: Ron Coats 1563 Canyon Rd. Hodges, AL 35571 Ph: 205-935-3235 Email: coats.ron.acic@gmail.com	coats.ron.acic@gmail.com
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

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



