

Remington Arms Co., Inc.
Product Service
Legal Case #:5742

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221670/221796	2/2/2011	1/24/2011	2/15/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeff	Farmer	110 S. Vaughn Crossing Spur	Pike Road	AL	36064		C 334-301-2122

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired on safety release Concern:1007 Fired on Safe Release			
C				

1/24/11 He and his 10 yr old son were hunting this past weekend and it was getting close to dark. The father pulled out his flashlight and told his son to unload. His rifle fired when he released the safety without his hands on the trigger. The father has not been able to duplicate it but says his sons hands were not on the trigger. His son is afraid of the rifle now and the father wants a refund for that rifle as well as his other 700 that he now doesn't trust. He says he purchased them new. It may have a bolt lock since he says the son put it on fire before he unloaded.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	G6460127	BZ	1/7/2005 7:08:45 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CAMFOUR INC		Y			

CONCERN:FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	84172	F6301124	XA	12/22/2006 5:02:15 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S SPORT INC		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	Reim. Date	Cash
Inspected, cleaned, tested "F" serial number no charge, may refund for "G" ser number			592.90			
	Repair/Replacement Cost	Repair/Replacement Date				
	27.00	2/15/2011				

1/24/11 Mailing 2 ARS labels for inspection. Did not agree to refund up front, need to inspect and then I will resolution.cm 2/10/11 Per call to Farmer, he did not want these rifles back however I explained that we could clean, test no charge. The "F" serial number has already shipped. I will look at refunding him for the "G" ser. We could not find anything other than maintenance as a problem with it.cm 2/15/11 Refunding \$592.90 for a goodwill.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code
Examiner		B.TRAVIS

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5742&Type=Case>

2/15/2011

Examination	Exam Date	2/3/2011	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	22" 270 WIN	
	Date Code	BZ	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
Bolt	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description	M700 SAFETY	
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.013
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, SAND DEBRIS, LITE RUSTING
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M700 Non-Bolt Lock	

Examination:[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/4/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		24" 270 WIN
	Date Code		XA
	Bore Plugged	False	

Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	--Select--	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	--Select--	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	--Select--	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	4.5#
	Pull	--Select--	
	Altered	False	
	Sub-Assembly	X-Mark Pro	



3440 Atlanta Highway
Montgomery, AL 36108
(334) 279-7678

539.00
53.00

592.00

CUSTOMER'S ORDER NO.	PHONE	DATE
JEFF Farmer		12-12-07
110 S. Vantage Crossing Spc		
4.16 20mm N 36064		
1 Remington 700 S&S 276		1539.00
# F6301124		
1 Scope		309.00
1 Mt		19.95
1 Ring		26.55
		899.90
		899.90
		14.95
		904.39
		TOTAL

All claims and returned goods MUST be accompanied by this bill.

Thank You

Remington.

24"
XA 12/01
4.5
1008

5742

January 24, 2011

Jeff Farmer
110 S. Vaughn Crossing Spur
Pike Road, AL 36064

Subject: Case 5742, 2 x Model 700's

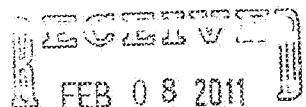
Dear Mr. Farmer,

Thank you for your patience. Enclosed are the UPS ground prepaid shipping labels to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with each firearm. 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. Please mark the ends of the boxes with "Product Service". *The rifles will be put on hold after inspection and I will contact you afterward to discuss the findings and resolution.*

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

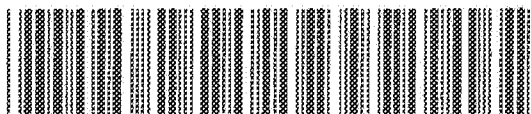
Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com



BY:

Serial
F6301124
Model: 700



RE00221796

could not duplicate concern
T.A. functions as designed.
check over completely, clean
& test fire at N/C

WARRANTY

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

NOTE: Please complete and print this form, and then include it with your firearm.

F6301124

Model Number:	700 270 WIN	Serial Number:	F6301124
Are you the original owner? ☒ YES ☐ NO			
Name:	Jeff Farmer	Date of Purchase:	APPROX. CHRISTMAS '03
Address (no PO Boxes): 110 S. VAUGHN CROSSING SPUR			
City:	PIKE ROAD	State:	AL Zip: 36064
Phone (Daytime):	334-301-2122	Fax:	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) Jefarm@alains.com			
E-mail Address:			
☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
1-22-11 UNCOMMANDED FIRE. MY SON & I WERE DEER HUNTING. GUN FIRED WHEN TAKEN "OFF" SAFETY. LT HAND WAS ON STOCK. RT HAND TOOK GUN OFF SAFE. GUN FIRED. Jeff Farmer			
500 characters left			
Ammunition Information:			
Manufacturer:	REM Winchester	Type:	270
Other (i.e. bullet weight/type, shot size, powder): 130 gr.			
Handload Information:			
Powder Used:	N/A	Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

I CLEAN this gun per Rem Manual
that came w/ gun.

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Rem.
How often do you clean the bore? (Months or Number of rounds)	when I use gun has had total 1 Box
How often do you clean the action? (Months or Number of rounds)	As needed
How often do you clean the trigger assembly? (Months or Number of rounds)	As needed
Brand of lubricant used:	Rem
How often do you lubricate the bore? (Months or Number of rounds)	As needed
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? ☒ YES ☐ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? ☒	
What were the services performed? ☒	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, 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.	

that is
maybe.

24"
321/05
7#
013

X

5742

January 24, 2011

Jeff Farmer
110 S. Vaughn Crossing Spur
Pike Road, AL 36064

Subject: Case 5742, 2 x Model 700's

Dear Mr. Farmer,

Thank you for your patience. Enclosed are the UPS ground prepaid shipping labels to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with each firearm. 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. Please mark the ends of the boxes with "Product Service". *The rifles will be put on hold after inspection and I will contact you afterward to discuss the findings and resolution.*

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

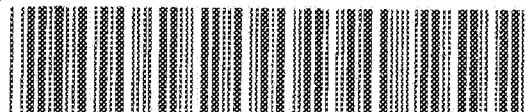
RECEIVED
FEB 04 2011

BY: _____

Serial Number:

G6460127

Model: 700



RE00221670

could not duplicate concern
T.A. is a little dirty with a sand
DEBRIS IN ACTION. Some lite RUSTING.
Trig. pull is high. Will replace TPA,
clean & test fire at M/C TO
restore confidence in rifle.

#230145

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

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number:	700 270WIN	Serial Number:	66460127
Are you the original owner? ☒ YES ☐ NO			
Name:		Date of Purchase:	
Jeff Farmer		Approx JUN '07	
Address (no PO Boxes):			
110 S. VAUGHN CROSSING SPUR			
City:	PIKE ROAD	State:	AZ
		Zip:	36064
Phone (Daytime):	334-301-2122	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
Jefarm@alfains.com			
E-mail Address:			
☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
THIS IS MY OTHER Rem 700. Shipping it with Rem 700 F6301124. I HAVE NO CONFIDENCE IN <u>safety</u> of these FIRE ARMS due to UNCOMMANDED FIRE of GUN F6301124. Jeff Farmer			
500 characters left			
Ammunition Information:			
Manufacturer:	Rem M/N	Type:	270
Other (i.e. bullet weight/type, shot size, powder):			
130 gr			
Handload Information:			
Powder Used:	M/A	Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

I clean this gun per Rem Manual
that came w/ gun.

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Rem.
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:	Rem.
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?	
☒ YES ☐ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Ø	
What were the services performed?	
Ø	
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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/24/2011	REQUESTED BY:	christy
QUANTITY:	2	WEIGHT PER PACKAGE:	10
☒ PLEASE CHECK ONE			
MEDIA		XX	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION: 2 x 700's			

LABEL INFORMATION

MAIL LABEL TO:	Jeff Farmer 110 S. Vaughn Crossing Spur Pike Road, AL 36064
RETURN ITEM TO:	Rem Prod Service

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

4XX596 JAN 24, 2011 ALL CURR USD 1 OF 2
SVC GND COM ACT UT 10.0 LBS
TRACKING# 1Z4XX5969065634287
REF 1:JEFF FARMER/CD/CM
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 CDD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 9.36 PUB+HANDLING 9.36

4XX596 JAN 24, 2011 ALL CURR USD 2 OF 2
SVC GND COM ACT UT 10.0 LBS
TRACKING# 1Z4XX59690656256498
REF 1:JEFF FARMER/CD/CM
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 CDD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 9.36 PUB+HANDLING 9.36

