

Remington Arms Co., Inc.
Product Service
Legal Case #5583

Case Information

REF#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221150	1/28/2011	1/7/2011	1/31/2011	1/5/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John T.	Lile	3520 French Rd	Clinton	WA	98236		H 360-579-4643 E jims@whidbey.com

Incident Information

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

1/7/11: Customer called in. He stated he was hunting on 1/5/11 and when he took gun of Safe it fired. The unexpected recoil cut his thumb open. He is ok & did not receive medical treatment. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	27516	E6504883	RS	11/9/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
1/9/1999	ZANDERS SPORTING GOODS * GLENN	TWO PIECE BASE	Y			

CONCERN:FSR

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

Repair/Replacement Cost	Repair/Replacement Date
\$47.40	2/7/2011

1/7/11: Sending ARS, letter, form, box. Box order# 1175582. df 2/7/11: Per Ilion - Could not duplicate concern. TA set screws altered. Replace TA, clean & test fire at 1/2 normal cost - quote. I spoke w/customer & he was upset over the quote because he was injured. We agreed to have the repair done at no charge. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/31/2011
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 308 WIN
	Date Code		RS
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	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		M/700 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	014
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	True	SET SCREWS HAD BEEN ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

[COPY]

221
RS 11/9
4.5
1014

5583

January 7, 2011

John Lile
3520 French Rd.
Clinton, WA 98236
Ph: 360-579-4643

Ref: # 5583

Dear Mr. Lile,

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.

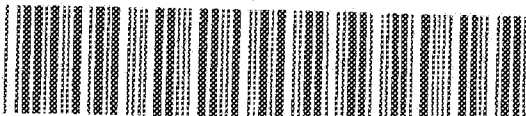
Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Serial Number:

E6504883

Model: 700



RE00221150

could not duplicate concern.
T.A. 5 at screws altered.
Replace TPA, CLEAN & TEST Fire
AT 1/2 normal cost.

Quiche

RECEIVED

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

BY:

Print

Reset

Model Number: <u>700 ADL</u>		Serial Number: <u>E650 4883</u>	
Are you the original owner?: ☒ YES ☐ NO			
Name: <u>John T. Lile</u>		Date of Purchase: <u>9 JAN 99</u>	
Address (no PO Boxes): <u>3520 FRENCH ROAD</u>			
City: <u>CLINTON</u>		State: <u>WA</u>	Zip: <u>98236</u>
Phone (Daytime): <u>360-579-4643</u>		Fax: <u></u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>JTMS@WHIDBEY.COM</u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>1-5-11 trigger problem, safety would not engage. weapon unloaded, worked action, fired trigger several times, worked action and was able to put safety on. loaded round after cocking action, safety was on. was aiming at coyote in field, pushed safety to fire and gun fired without pulling trigger. injured thumb of right hand</u> 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): <u></u>			

Brand of cleaning solution used:	<u>Hoppes #9</u>
How often do you clean the bore? (Months or Number of rounds)	<u>AS required</u>
How often do you clean the action? (Months or Number of rounds)	<u>as necessary</u>
How often do you clean the trigger assembly? (Months or Number of rounds)	<u>NONE / N/A</u>
Brand of lubricant used:	<u>Rem oil</u>
How often do you lubricate the bore? (Months or Number of rounds)	<u>as needed</u>
How often do you lubricate the action? (Months or Number of rounds)	<u>as needed</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<u>N/A NONE</u>
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? <u>— NA</u>	
What were the services performed? <u>NONE</u>	
Ship your INSURED firearm by either UPS or Parcel Post to:	
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.

:: 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.

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/7/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL ☒ XXXXXX	
DESCRIPTION: Ref # 5583 rifle			

LABEL INFORMATION

MAIL LABEL TO: John Lile 3520 French Rd. Clinton, WA 98236 Ph: 360-579-4643
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 JAN 10, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT-UT-10-0-LBS
TRACKING# 124XX5969886589138
REF 1: JOHN LILE/CO/DMF
REF 2: 5583/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
QY 0.00	COD 0.00	SVC T/P USD
QC 0.00	DGD 0.00	RS 0.50
QW 0.00	PR 0.00	SD 0.00
TOT PUB CHG 11.79		SP 0.00
PUB+HANDLING		11.79

