

Remington Arms Co., Inc.
Product Service
Legal Case #:5919

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
226959	3/28/2011	2/22/2011	3/29/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ray	Lozier	15619 Bellaire Rd	Baraga	MI	49908		H 906-353-6961

Incident Information

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

2/22/11 Per call from Ray, he bought his 700 from a friend a couple of years ago. He has had a couple of misfirings and took it to a gunsmith last year. It has fired when the safety was released.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	BOM
Remington	CF/BA	700/7MM MAG	n/a	A3203494	AA	3/28/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	COAST/COAST BROOKINGS SD		N			

CONCERN:ACCIDENTAL FIRINGS

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
Per Ilion, replace TPA, clean, test fire at BLSM program price	Repair/Replacement Cost 45.40	Repair/Replacement Date 3/31/2011	Remington/700/CF/BA			

2/22/11 Mailing box and ARS from Corporate office.cm 3/31/11 Per Ilion, could not duplicate concern. Trigger assm set screws altered. Can offer to replace TPA, clean, test fire at BLSM program price of \$20 + S&H.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/29/2011
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		AA
	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	BEDDED
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Scar	Sub-Assembly	Non-ISS	
	LiB	---Select---	009
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	HAS SOME CREEP
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Remington.

24^R
AA 3/80
4 #
009

5919

February 22, 2011

Ray Lozier
15619 Bellaire Rd
Baraga, MI 49908

Subject: #5919, Model 700

Dear Mr. Lozier,

Per our phone conversation, enclosed is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of this letter with the 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 box with "Product Service".

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

Sincerely,

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

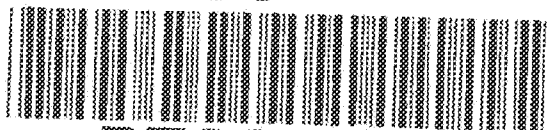
RECEIVED
MAR 01 2011

BY:

enclosure

A3203494

Model: 700



RE00226959

could not duplicate concern.
T.A. set screws altered. CAN
offer to replace TPA, clean & test
rim under BLP Cor \$20.00 + ship

Quote
20.40
27. -
35. -
82.40
37. -

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

PS 16770

Regarding: #5919
Model 700
Serial #A3203494

Ray D. Lozier
15619 Bellaire Rd.
Baraga, MI 49908
(906) 353-6961
rdlozier@gmail.com

At the end of September 2010 when I was hunting in Wyoming, I had trouble sighting the rifle and went through a full box of shells with no luck. I took it to a gunsmith who made some adjustment with the scope and trigger. I went back to the range and saw no improvement. I took the gun back to the gunsmith who then glass bedded the barrel which seemed to solve the problem. During the time we were trying to sight the gun, three accidental firings occurred that were unable to be explained.

You will notice that one screw is broken from when we took the scope off. If you could drill this and tap in also, I would appreciate it.

Should you need any further information, please call or email me. My contact information is included on the enclosed form, and also appears above.

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

Model Number: 700		Serial Number: A3203494	
Are you the original owner? ☐ YES ☒ NO			
Name: Ray D. Lozier		Date of Purchase: 9-22-09	
Address (no PO Boxes): 15619 Bellaire Rd			
City: Barrage		State: MI	Zip: 49908
Phone (Daytime): 906 353-6961		Fax: —	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) rdlozier@gmail.com			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington. yes			
Please describe your problem and date of occurrence: see attached			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Express Core-Lokt	
Other (i.e. bullet weight/type, shot size, powder):			
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:	Rem 0:1
How often do you clean the bore? (Months or Number of rounds)	After each hunt
How often do you clean the action? (Months or Number of rounds)	After each hunt
How often do you clean the trigger assembly? (Months or Number of rounds)	As needed
Brand of lubricant used:	Rem 0:1
How often do you lubricate the bore? (Months or Number of rounds)	After each hunt
How often do you lubricate the action? (Months or Number of rounds)	Same
How often do you lubricate the trigger assembly? (Months or Number of rounds)	As needed
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?	
Sept, 2010	
What were the services performed?	
As explained under occurrence	
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.	

Case #	5919	Date of Call	3/22/11	Date of Incident		PreLit		Lit		Obs	
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Reporter name		Incident Name/Age	Ray Lortier 15619 Bellaire Rd. Baraga, MI 49908 906-353-6961
address		address	
contact #'s		contact #'s	
email		email	

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700	A3283494	7mm Mag	'80	N		bought from a friend		

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes:	had a couple of misfirings. FSR - took to a gunsmith
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Customer's Request	
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My actions/offers	box & ARS
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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/23/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
RELEASE CHECK ONE:			
MEDIA	xx		
COORDINATOR			
TO MAIL	I WILL MAIL		
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Ray Lozier 15619 Ballaire Rd Braga, MI 49908
RETURN ITEM TO:	Rem Prod Service

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

4XX596 FEB 24, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065004161
REF 1:RAY LOZIER/CD/CM
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
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
TDT PUB CHG 9.40 PUB+HANDLING 9.40

QUOTATION

Parts/Repairs
Fax

800-243-9700
335-548-7801

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700

www.remington.com info@remington.com

ESTIMATING REPORT

ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00226959 Account # - R-	Description/Serial Number A3203494	Date Received - Estimate Date - Current Date -	3/25/2011 3/29/2011 3/29/2011
Customer RAY LOZIER 15619 BELLAIRE RD. BARAGA, MI 49908 US		Return To RAY LOZIER 15619 BELLAIRE RD. BARAGA, MI 49908 US	
Phone (H) (906)-353-6961 Phone (W)		Fax Email RDLOZIER@GMAIL.COM	

Please Circle One
VISA MC AMEX DISCOVER Card No. **REDACTED** Exp. Date 01/13
PO Number
Daytime Phone 906-353-6961 Time To Call open Open Acct. R
Approval: Customer Signature Ray Lozier Date 3/8/11
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
Notice: We process checks electronically through Check 21

Reported		Problems Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments
ProblemNotes could not duplicate concern.trigger assm set screws altered.can offer to replace trigger plate assm, clean and test fire under bolt lock program for \$20.00 + shipping. (remove broken scope mount screw)

Estimate **C.O.D./Shipping and Handling Charges are NOT included in this Quote							
Material #	Material Description	Qty	Warranty Y/N	Price/Unit	Discount Percent	Extended Amt	
Part							
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	Y	\$94.00	0%	\$0.00	
Service							
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00	
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00	
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00	
Sub Total:						\$37.00	
Est. Sales Tax:							
Grand Total:						\$37.00	

