

Remington Arms Co., Inc.
Product Service
Legal Case #:5421

Case Information

REN	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
216813	12/30/2010	12/14/2010	1/3/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		William	Massie	15400 Swan Ct	Gulfport	MS	29303		H 228-831-4039 C 228-596-3537

Incident Information

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

12/14/10 Per call from Massie, he has a 700 that he bought second hand several years ago. He hasn't shot it much but lets others use it. The other day when shooting it fired when the safety was released. This was the first occurrence.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	BOM
Remington	CF/BA	700/3006 SPR	25773	D6842779	XO	12/30/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	BANGERS LP	HARD CASE,SEE THRU MOUNTS AND SCOPE	N			

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 Hion, replace TPA, clean, test at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

12/14/10 Mailing ARS.cm 1/6/11: Customer called & apprvd repair and paid by credit card. df 1/6/11 Per Hion, could not duplicate concern. Trigger assm dirty and set screws altered. Replace TPA, clean, test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/3/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		XO
	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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	MIN TRIG RETURN
	Pull	---Select---	3.5#
	Altered	True	TRIG PULL ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		HARD CASE,SEE THRU MOUNTS AND SCOPE

5421

22"
X014/91
3.5a

December 14, 2010

William Massie
15400 Swan Ct
Gulfport, MS 29503

Subject: #5421, Model 700

Dear Mr. Massie,

Thank you for your patience. Enclosed is a UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. 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 a loyal Remington customer.

Sincerely,

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

could not duplicate concern
T.A. Dirty as et screws altered.
Replace TPA, clean & post fire
At 1/2 normal cost.

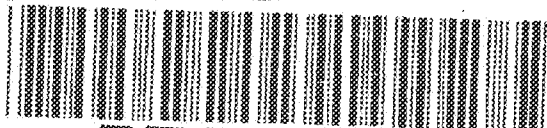
Quote

RECEIVED
JAN 05 2011

BY:.....

D6842779

Model: 700



RE00216813

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

3006
HC

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

Model Number: 700	Serial Number: D6842779
Are you the original owner? ☐ YES ☒ NO	
Name: William Massie	Date of Purchase: Fall 2000 (guess)
Address (no PO Boxes): 15400 Swan Court	
City: Gulfport	State: MS Zip: 39503
Phone (Daytime): 228 596 3537	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) bmass@bell.south.net	
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: Rifle has discharged when SAFE was moved to "Fire." Shipped w/ 3x9 Bushnell Sportview scope and no sling. When the rifle discharges accidentally, the safety is very hard to push forward.	
500 --- characters left	
Ammunition Information:	
Manufacturer: Federal	Type: Premium 165 SP B&Tails
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:	Hoppe's
How often do you clean the bore? (Months or Number of rounds)	After season; & in summer
How often do you clean the action? (Months or Number of rounds)	After season (highly variable, not less than 20 rounds per year)
How often do you clean the trigger assembly? (Months or Number of rounds)	Semi annually
Brand of lubricant used:	Hoppe's oil
How often do you lubricate the bore? (Months or Number of rounds)	Semi. Annually
How often do you lubricate the action? (Months or Number of rounds)	Semi. Annually
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Semi. Annually
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?	
Never	
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.	

26
CE 4/10
S-5th

5323

December 7, 2010

Brent MyCue
424 N. Camp St.
Seguin, TX 78155

Subject: #5323, Model 700

Dear Mr. MyCue,

You should receive an email with the UPS ground prepaid shipping label for shipment of the firearm for inspection at our factory in the next 24-48 hours. 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 a loyal Remington customer.

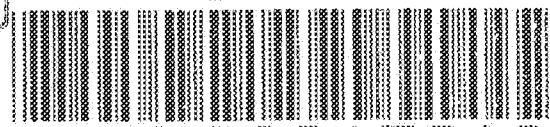
Sincerely,

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

Serial Number

G6989650

Model: 700



RE00215862

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

(Scope damaged & BBL of scope
scratched when received)

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



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/14/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION:			
D6842779 700			

LABEL INFORMATION

MAIL LABEL TO:	William Massie 15400 Swan Ct Gulfport, MS 39503
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 DEC 14, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065821075
REF 1: WILLIAM MASSIE/CD/CM
REF 2: 700/D6842779

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DCD 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 0.45	PUB+HANDLING	0.45

