

Remington Arms Co., Inc.

Product Service

Legal Case #:5462

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220042	1/21/2011	12/16/2010	1/24/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mark	Milford	1291 Big Bend Rd	Emlenton	PA	16326		H 724-679-2326

Incident Information

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

12/17/10 Per call from Milford, this is his 3rd season using this rifle and it has fired when the safety was released this season.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/3006 SPR	n/a	D6609295	LX	2/14/2003
Date Purchased	Where Purchased	Accessories	Original Owner			
	BOB S ARMY & NAVY STORE	SCOPE BASE,BOTTOM HALF RINGS	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, replace TPA, clean, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

12/17/10 Mailing box and ARS.cm 1/30/11 Per Ilion, could not duplicate concern. Trigger assm rusty, trigger return is slow. Replace TPA, clean, test fire at 1/2 normal cost. Called Milford, he approved and mailed approval yesterday.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/23/2011
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		LX
	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	BINDS
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Magazine	Notch Condition	---Select---	
	Condition	---Select---	
	Box Condition	Missing	
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	ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	RUSTY, TRIG RETURNS SLOW
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE, BOTTOM HALF RINGS

Remington.

224
LX 2/03
L#
1012

5462

December 16, 2010

Mark Milford
1291 Big Bend Rd
Emlenton, PA 16373

Subject: #5462, Model 700

Dear Mr. Milford,

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".**

You should receive your box soon if you haven't already.

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
JAN 25 2011

BY:

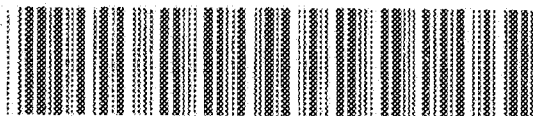
could not duplicate concern.
T.A. Rusty - Trig RETURNS SLOW.
Replace TPA, CLEAN + TEST FIRE
AT 1/2 NORMAL COST.

Quote

Part List
Number:

D6609295

Model: 700



RE00220042

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 BDL		Serial Number: 06609295	
Are you the original owner? ☒ YES ☐ NO			
Name: Mark M. Ford		Date of Purchase: 2008?	
Address (no PO Boxes): 1291 Big Bend Rd			
City: Eminton		State: PA	Zip: 16373
Phone (Daytime): 724-679-2326		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) mark.m.ford@emyl.com			
E-mail Address:			
☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
Gun went off after took from safety to Fire Position. Shot Deer went to put gun in safe position it would would not go on. Remained aimed pt on safe with Bolt closed. Flipped safe to Fire and gun went off Dry Fire. 1st day of Pa Deer season 11-30-10			
500 characters left			
Ammunition Information:			
Manufacturer: Rem. Co. 108T		Type: 30/06	
Other (i.e. bullet weight/type, shot size, powder): 150 gr			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

700 Log Sheet -- 2010 CNBC Story

5462

Date: 12/16/10 CSR: PR

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

My Copy

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Mark Whitford 3rd season w/it.

Address: 1291 Big Bend Rd.
1 Enderbun PA 16373

Phone: 724-679-2326

Serial #: D66e9 295

Send an ARS label

✓

Comments:

box for scope & ARS 1169489



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/16/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☒ PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Mark Milford 1291 Big Bend RD Emlenton, PA 16373
RETURN ITEM TO:	Rem Prod Service

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

4XX598 DEC 17, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5989065368633
REF 1: MARK MILFORD/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DY 0.00 CCD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
RM 0.00 PR 0.00 SP 0.00
TOT PUB CHG 7.42 PUB+HANDLING 7.42

QUOTATION

Remington Arms Company, Inc.

ESTIMATING

REPORT

Parts/Repairs 800-243-9700
Fax 336-548-7801

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

www.remington.com info@remington.com

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 RE00220042 Account # - R-	Description/Serial Number D6609295	Date Received - Estimate Date - Current Date -	1/21/2011 1/25/2011 1/25/2011
Customer MARK MILFORD 1291 BIG BEND ROAD EMLENTON, PA 16373 US		Return To MARK MILFORD 1291 BIG BEND ROAD EMLENTON, PA 16373 US	
Phone (H) (724)-679-2326 Phone (W)	Fax Email 1MARK.MILFORD@GMAIL.COM		

Please Circle One
VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
PO Number _____
Daytime Phone (24) 679-2326 Time To Call Anytime Open Acct. R
Approval: Customer Signature *Mark Milford* Date 2-1-11
☐ 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
Problem/Notes could not duplicate concern.trigger assm rusty,trigger returns slow.replace trigger plate assm, clean and test fire at 1/2 normal cost

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	N	\$94.00	50%	\$47.00	
Service							
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00	
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50	
Sub Total:						\$75.50	
Est. Sales Tax:						\$4.53	
Grand Total:						\$80.03	

