

Remington Arms Co., Inc.
Product Service
Legal Case #:5005

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
226769	1/26/2011	11/8/2010	1/27/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bert	Miller	3025 Jug Says Rd	Lake Charles	LA	70611		H 337-855-4384

Incident Information

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

11/8/10 Per call from Miller, a few months ago he was sighting in his 700 when it fired on safety release. It has only happened once. He has not modified it other than adding a recoil pad.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	25773	C6508534	LK	2/21/1990
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART ENTERPRISES		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
Per Ilion, replace TPA, clean, test at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

11/8/10 Mailing ARS and box.cm 2/3/11 Per Ilion, could not duplicate concern. Trigger assm dirty. Can offer to replace TPA, clean, test at 1/2 normal cost.cm 2/4/11 Emailed inspect/quote info to Miller.cm 2/7/11 Miller approved.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/27/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		LK
	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---	013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

5005
November 8, 2010

Bert Miller
3025 Jug Says Rd
Lake Charles, LA 70611

Subject: #5005, Model 700

Dear Mr. Miller,

Per our conversation, enclosed is a 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
FEB 01 2011

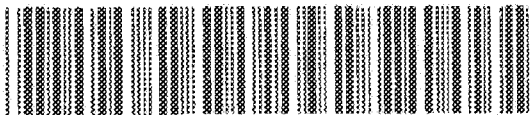
BY:

enclosure

could not duplicate concern
T.A. DIRM. CAN offer to
replace TPA, change TPA fine
AT 1/2 normal cost

asked

C6508534
Model: 700



RE00220769

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:	Model 700		Serial Number:	C 6508534	
Are you the original owner? ☒ YES ☐ NO					
Name: Bert Miller			Date of Purchase: ?		
Address (no PO Boxes): 3025 Jug Saps Rd					
City: Lake Charles		State: LA.		Zip: 70611	
Phone (Daytime): 337 855-4384			Fax:		
E-mail Address (if e-mail address is provided, notification of receipt and shipment will be sent): Matskie 2 @ NetCommander.com					
E-mail Address: Same					
☒ I would like to receive future e-mail updates from Remington.					
Please describe your problem and date of occurrence:					
Rifle fired when safety was taken off. Sept. 2009					
500 characters left					
Ammunition Information:					
Manufacturer: Remington			Type: 180 GR.		
Other (i.e. bullet weight/type, shot size, powder): 180 GR.					
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:	Remington Bore
How often do you clean the bore? (Months or Number of rounds)	after each use
How often do you clean the action? (Months or Number of rounds)	after each use
How often do you clean the trigger assembly? (Months or Number of rounds)	after each use
Brand of lubricant used:	3-in-one
How often do you lubricate the bore? (Months or Number of rounds)	after each use
How often do you lubricate the action? (Months or Number of rounds)	after each use
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?	
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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/8/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Bert Miller 3025 Jug Says Rd Lake Charles, LA 70611
RETURN ITEM TO:	Rem Product Service

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

40X60 NOV 8, 2010 ALL CURR USD 1 OF 1
DVC INDCOM ACT WT 10.0 LBS
TRACKING 124X0606067253082
REF 1 BERT MILLER/CD/CH
REF 2 700

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRG:			
QV 0.00	COO 0.00	SVC 1/P USD	95 0.50
UC 0.00	SGD 0.00	SD 0.00	
PI 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 0.45	PUB HANDLING		2.45

