

Remington Arms Co., Inc.

Product Service

Legal Case #:5618

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
222146	2/4/2011	1/12/2011	2/7/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Gordon	Morris	443 Mt Vernon Rd	Bethpage	TN	37022		H 615-308-0590

Incident Information

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

1/12/11 Per call from Morris, his 700 had fired on safety release occasionally. It was handed down to him from his father.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	6351599	BU	1/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	LEONARD MELTON NASHVILLE, TENN		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 Ilion, replace TPA, clean and test fire under BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
77.90	2/15/2011

1/12/11 Mailing ARS.cm 2/15/11 Morris approved by phone 2/8. Per Ilion, could not duplicate concern. Trigger set screws alfred. Replace TPA, clean and test fire under BLSM program price of \$29 + shipping.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/7/2011
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		BU
	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	
	Stop	Slightly Worn; Functioning	BINDS
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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

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

Model Number:	Model 700	Serial Number:	6351599
Are you the original owner? ☐ YES ☒ NO			
Name:		Date of Purchase:	
GORDON MORRIS		Gift 1970's	
Address (no PO Boxes):			
443 Mt VERNON Rd.			
City:	Bethpage	State:	TN
Zip:	37022		
Phone (Daytime):	615-308-0590	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
G.MORRIS @ Holladay Prop. Com			
E-mail Address:			
☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
Has fired on twice when flipping safety off. I've tried a 100 times have not duplicated problem, and it hasn't done it again I don't Trust the Safety!			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
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:	

114.9
32-
77.9

22"
BU 1/71
2.5#
.008

5618

January 12, 2011

Gordon Morris
443 Mt. Vernon Rd
Bethpage, TN 37022

Subject: #5618, Model 700

Dear Mr. Morris,

Thank you for your patience. Enclosed is the 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 boxes 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

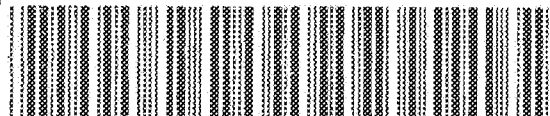
RECEIVED
FEB 10 2011

BY:

Serial Number

6351599

Model: 700



RE00222146

could not duplicate concern.
T.A. set screws altered
replace TPA, clean + test fire
under BLP for \$20.00 +
ship
Quote



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/12/2011	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:	Gordon Morris 443 Mt. Vernon Rd Bethpage, TN 37022
RETURN ITEM TO:	Rem Prod Service

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

4XXS96 JAN 12, 2011 ALL CURR USD 1 OF 1
SVC GNDCCM ACT WT 10.0 LBS
TRACKING 124XXS969066749027
REF 1: GORDON MORRIS/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 9.36 PUB+HANDLING 9.36

