

Remington Arms Co., Inc.

Product Service

Legal Case #:5634

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221000	1/28/2011	1/13/2011	1/31/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Glenn	Neal	1119 W. Laurel Ave	Rogers	AR	72758		E egn50@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired with safety on	Cause:4006 Altered Adjustments or Components Concern:1028 Fired With Safe ON	Unknown	
C				

1/13/11 Per email from Neal, if it is on safety and if your finger is touching the trigger no matter how light the gun will go off.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6479924	OD	7/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	BELKNAP INC LOUISVILLE KY	TWO PIECE BASE,RINGS,SCOPE,HARD CASE,AFT MKT STK	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, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

1/13/11 Mailing ARS.cm 2/15/11 Per Ilion, replace TPA, clean, test fire at 1/2 normal cost. Neal approved by phone 1/31.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/31/2011
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 270 WIN
	Date Code		OD
	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; Not Functioning	
	Stock Condition	---Select---	AFT MKT
	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	
	Condition	Slightly Worn; Not Functioning	DIRTY, TRIG CONTACTS GUARD NO TRIG RETURN

Trigger	Pull	--Select--	1.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,RINGS,SCOPE,HARD CASE,AFT MKT STK

Remington.

22"
0.5783
1.54

5634

January 13, 2011

Glenn Neal
1119 W. Laurel Ave
Rogers, AR 72758

Subject: #5634, Model 700

Dear Mr. Neal,

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.

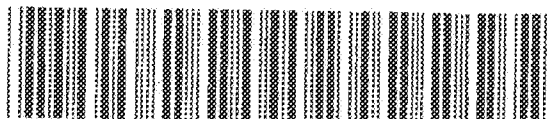
Sincerely,

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

Serial Number:

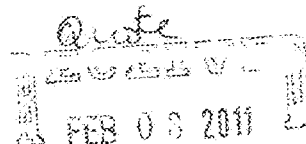
B6479924

Model: 700



RE00221000

TRIG. CONTACTS INSIDE OF T.G.
T.A. SET SCREWS ALTERED & DIRTY.
REPLACE TPA, CLEAN & TEST RIM
AT 1/2 NORMAL COST



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

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

Model Number:	Model 700	Serial Number:	B 6479924
Are you the original owner? ☐ YES ☒ NO			
Name: Glenn Neal		Date of Purchase: 1998?	
Address (no PO Boxes): 1119 W. Laurel Ave			
City: Rogers		State: ARKANSAS	Zip: 72758
Phone (Daytime): 479-936-0142		Fax: 479-631-9405	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) EGN50@AOL.COM			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: If finger is (Just) touching trigger AND you take it off safe. The Gun will discharge has done this since day one. I was scared to death when it happened. Lucky I was in woods by my self with gun pointing up. I was very careful. A idea that if I let grand kids or kids use it and something happened I wouldn't forgive my self.			
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:	

5634

Mitchell, Christy

From: egn50@aol.com
Sent: Thursday, January 13, 2011 10:10 AM
To: Mitchell, Christy
Subject: model 700 rem.

thank you for the reply on the rifle. i have had it for several years and recieved for payment on rent, but if it is on safety and if your finger is touching the trigger no matter how light the gun will go off
the address is correct Glenn Neal, 1119 w. laurel ave, rogers, arkansas 72758 serial # B6479924

Thank you.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/13/2011	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:	Glenn Neal, 1119 w. laurel ave, rogers, arkansas 72758
RETURN ITEM TO:	Rem Product Service

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

4XX596 JAN 13, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX596906571S092
REF 1: GLENN NEAL/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 CDD 0.00 SVC 1/P USD
DC 0.00 DCD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 10.00 PUB+HANDLING 10.00

Reference #
101207-000033

Status
Unresolved

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not Specified

Queue
CSR

Date Created
12/07/2010 10:56 AM

Initial Response
None

Last Updated
12/29/2010 08:58 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

A form was submitted on REMINGTON - PROD.

Discussion Thread

Customer: *(signature)*
Hello,

12/07/2010 10:56 AM

A form was submitted on the site. Please see submitted information below:

Form Title: Contact Us

First Name: Glenn

Last Name: Neal

Email: www.edn50@aol.com

Address 1: 1119 W. Laurel Ave.

Address 2: 816 W. Poplar

Telephone: 479-936-0142

City: Rogers

State: Arkansas

Zip Code: 72756

Country: USA

Comments:

I have a 700 that I bought used a few years ago the first year I hunted with it I was walking through the woods caring it up I plipped the safety off and the gun went off. scared me to death I considered leaving it in the woods and walking off. I went back to camp still shaking from what could have happened. I am very careful with the gun now, after hearing and reading the reports I would like to have my gun checked. I bought my son a 700 also and would like to have looked also.

emailed 12/11/11
Can send ARS.
me

Primary Contact

First Name: Joseph

Last Name: *(signature)*

Organization:

Login: *(signature)*

Title:

Contact Type:

Email: j-panici@wiu.edu

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone: (516) 936-5635

Street

City

State/Province

Postal Code

Country

Additional Information

