

Remington Arms Co., Inc.
Product Service
Legal Case #:5597

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220508	1/25/2011	1/11/2011	1/26/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Joshua	Norman	1240 N. 350 E. PO Box 204	Monticello	IL	61856		C 217-202-8173 E jjnorman149@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1023 Delayed Firing - Firearms			
C Delayed Firing				

Customer called in. He stated his dad was shooting rifle & had a delayed firing. He did not have a date of incident. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/222 REM	n/a	6823782	PZ	6/1/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	MERCANTILE SALES ST LOUIS MO	TWO PIECE BASE	N			

CONCERN:DELAYED FIRING

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
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Per Ilion - Quote to repair
under BLM program

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	1/31/2011

1/10/11: Sending ARS, letter, form, box. Box order# 1176121. df 1/31/11: Per Ilion - TA dirty & set screws altered. Trigger not returning properly. Mag box & spacer mis-assembled. Replace TA, clean & test fire under BLM program - quote. Customer called & approved repair & pd w/credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B TRAVIS
	Exam Date		1/26/2011
	Product Type		RF
	Action Type		A
	Assigned To		J.NAGLE
Cause	4006	Altered Adjustments or Components	
	Description		22" 222 REM
	Date Code		PZ
	Bore Plugged	False	
	Bulged	False	

Barrel	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	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; Not 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---	009
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY, WORKS SLUGGISH TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

COPY

22"
P26/75
2152
009

5597

January 10, 2011

Joshua Norman
1240 N. 350 E.
PO Box 204
Monticello, IL 61856
Ph: 217-202-8173

Ref: #5597

Dear Mr. Norman,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

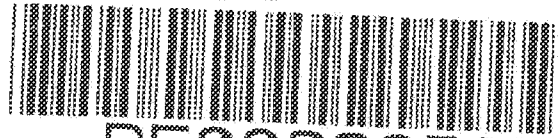
I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

Serial Number:

6823782

Model: 700



RE00220508

T.A. Dirty & Bet screws offered
T.A. NOT RETURNING PROPERLY.
MAG BOX + SPALLEN M.S. ASSM.
Replace TPA, clean + test fire
UNDER BCLP for \$20.00 + ship

Quote

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

RECEIVED
JAN 27 2011

BY:

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>6823782</u>	
Are you the original owner?: ☐ YES ☒ NO			
Name: <u>Joshua J Norman</u>		Date of Purchase: <u>About 15 Years</u>	
Address (no PO Boxes): <u>1240 N 350 E</u>			
City: <u>Muncie, IN</u>	State: <u>IL</u>	Zip: <u>61856</u>	
Phone (Daytime): <u>217-202-8173</u>	Fax: <u></u>		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>norman149@yahoo.com norman149@yahoo.com</u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Pull trigger went Fire</u> <u>look at gun see what wrong with</u> <u>then all of a sudden the gun</u> <u>goes off by itself</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>	Type: <u>50 Gr Power Lkt HP</u>		
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u></u>	Powder Weight: <u></u>		
Case/Hull Used: <u></u>	Primer Used: <u></u>		
Bullet Type/Shot Size: <u></u>	Reloader Used: <u></u>		
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	<i>ONLY 60's after done shooting 12 shells</i>
How often do you clean the action? (Months or Number of rounds)	<i>2 year then 5 yr</i>
How often do you clean the trigger assembly? (Months or Number of rounds)	<i>1 year</i>
Brand of lubricant used:	<i>Rem Oil Lube</i>
How often do you lubricate the bore? (Months or Number of rounds)	<i>2 a year</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>2 a year</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>2 a year</i>
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? <i>never since I have owned it</i>	
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, 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.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/10/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5597 rifle			

LABEL INFORMATION

MAIL LABEL TO: Joshua Norman 1240 N. 350 E. PO Box 204 Monticello, IL 61856 Ph: 217-202-8173
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 JAN 12, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065104508
REF 1 JOSHUA NORMAN/CD/DMF
REF 2 5597/RIFLE

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

