

Remington Arms Co., Inc.
Product Service
Legal Case #:5657

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220366	1/24/2011	1/14/2011	1/25/2011	1/13/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeff	Flanagan	111 County Line Rd	Acme	PA	15610		W 724-875-2498 F 724-547-2981

Incident Information

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

1/14/11 Per call from Jeff, he bought a 700 used yesterday and his gunsmith was showing him about the problems that have been happening with the Remington bolt actions and his actually fired on safety release.cm

Firearm Information

Mfg.	Type	Model/Ca.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/308 WIN	n/a	6541026	KW	5/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	HORNICKS HDWE JOHNSTOWN PA	TWO PIECE BASE	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 under BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
43.18	1/30/2011

1/14/11 Faxing ARS.cm 1/30/11 Per Ilion, could not duplicate concern. Trigger assm dirty and set screws altered. Replace TPA, clean, test fire under BLSM program price of \$20 + S&H. Jeff approved 1/28 by phone call to Consumer Dept.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/25/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 308 WIN
	Date Code		KW
	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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5.5#
	Altered	True	SET SCREWS HAD BEEN ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington.

22"
KWS
S.50
1006

5657

January 14, 2011

Jeff Flanagan
111 County Line Rd
Acme, PA 15610

Subject: #5657, Model 700

Dear Mr. Flanagan,

Thank you for your patience. Following 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 8584
christy.mitchell@remington.com

20.40
27.
35.
72.40
38.22

could not duplicate concern
IA. Dirty + ST screws altered.
Replace TPA LKAR + rest fire
under BLP ROR \$20.00 + ship

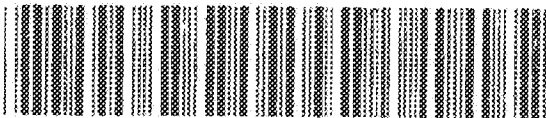
Quote

RECEIVED
JAN 27 2011

Serial Number

6541026

Model: 700



RE00220366

Remington Arms Company, Inc. • 500 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

BY:



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/14/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		XX	
DESCRIPTION:		I WILL MAIL	
700 6541026			

LABEL INFORMATION

MAIL LABEL TO:	Jeff Flanagan 111 County Line Rd Acme, PA 15610
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 JAN 17, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065434896
REF 1:JEFF FLANAGAN/CD/CM
REF 2:700/6541026

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	SVC	T/P USD
DC 0.00	DGD 0.00	RS	0.50
RA 0.00	PR 0.00	SD	0.00
		SP	0.00
TOT PUB CHG 7.94		PUB+HANDLING 7.94	

Remington®

January 14, 2011

Jeff Flanagan
111 County Line Rd
Acme, PA 15610

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Sincerely,

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

enclosure

JEFF FLANAGAN
111 COUNTY LINE RD.
ACME PA 15610

10 LBS

1 OF 1

1 OF 1

RETURN SERVICE
CUSTOMER RECEIPT

SHIP TO:
REMINGTON ARMS
PRODUCT SERVICES
14 HOEFLER AVE.
ILION NY 13357

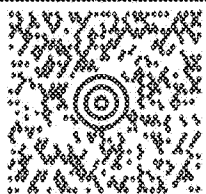
SHIP TO:
REMINGTON ARMS
PRODUCT SERVICES
14 HOEFLER AVE.
ILION NY 13357

CUSTOMER SERVICE

800-742-8877

PACKAGE CONTENTS: FIREARMS

REF 1:JEFF FLANAGAN/CD/CM
REF 2:700/6541026

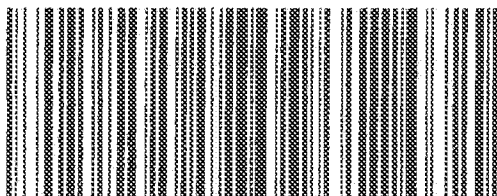


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6543 4896



BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1:JEFF FLANAGAN/CD/CM
REF 2:700/6541026

US 12.0.17

LP2442 09.08 10/2010



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THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER
RETURNING THE MERCHANDISE

UPS GROUND

TR#: 1Z 4XX 596 90 6543 4896

PS 17259

