

Remington Arms Co., Inc.
Product Service
Legal Case #:5905

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225572	3/11/2011	2/21/2011	3/28/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Girard	1809 Gebhart	Salina	KS	67401		C 785-822-1852 E johndandweezie@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1020 Fired on Bolt Opening			
C	FBO			

2/21/11: Customer called in. He stated he bought gun in early 70's. Many years ago the gun went off in his house & shot the refrigerator. He stated the 2nd time was Dec. 2010. Happened when he opened the bolt. No damage or injury in Dec. incident. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6343016	OI	7/28/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	WALLS GENERAL BLAIRSTOWN MO		Y			

CONCERN: FBO

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
Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.40	3/28/2011				

2/21/11: Sending ARS, letter, form. df 3/28/11: Emailed Ilion to replace TA, clean & test fire under BLM. Credit card is on the repair. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		3/22/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		OI
	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---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY AND RUSTY
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

22
017/
4#
.00'

5905

[copy]

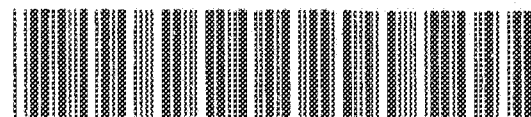
February 21, 2011

John Girard
1809 Gebhart
Salina, KS 67401
Ph: 785-822-1852

Serial
12

A6343016

Model: 700



RE00225572

Ref: # 5905

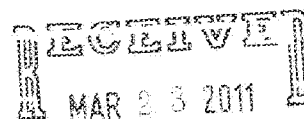
Dear Mr. Girard,

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



enclosure

VISA CARD #

BY:.....

REDACTED

0396

Exp. 10/11

John F. GIRARD

Print

Reset

Model Number: <u>700BDK</u>		Serial Number: <u>A6343016</u>	
Are you the original owner? ☒ YES ☐ NO			
Name: <u>John GIRARD</u>		Date of Purchase: <u>1971 to 1974</u>	
Address (no PO Boxes): <u>1809 Gebhart</u>			
City: <u>SALINA</u>		State: <u>KS</u>	Zip: <u>67401</u>
Phone (Daytime): <u>785-822-1862</u>		Fax: <u></u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>John and Weezie@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>about 10YRS AGO while UNloading</u> <u>this RIFLE it went off and went INTO</u> <u>my ICEBOX?? this year it went off again</u> <u>when unloading and shot the DITCH</u> <u>NEXT to my TRUCK ??</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>WINCHESTER</u>		Type: <u>150GR 30-06</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): <u></u>			

Brand of cleaning solution used: <u>REM OIL - Remington</u>
How often do you clean the bore? (Months or Number of rounds) <u>BEFORE & AFTER HUNT SEASON</u>
How often do you clean the action? (Months or Number of rounds) <u>11</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>11</u>
Brand of lubricant used: <u>REM OIL</u>
How often do you lubricate the bore? (Months or Number of rounds) <u></u>
How often do you lubricate the action? (Months or Number of rounds) <u></u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u></u>
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? <u>NEVER</u>
What were the services performed?) <u></u>
Ship your INSURED firearm by either UPS or Parcel Post to: 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.

:: 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:	2/21/2011	REQUESTED BY:	Deil
QUANTITY:	1	WEIGHT PER PKG.	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5905 rifle			

LABEL INFORMATION

MAIL LABEL TO: John Girard 1809 Gebhart Salina, KS 67401 Ph: 785-822-1852
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 FEB 21, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT UT 10.0 LBS
TRACKING# 1Z4XX5969067855475
REF 1: JOHN GIRARD/CD/DMF
REF 2: 5905/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 CDD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 10.04 PUB+HANDLING 10.04

