

Remington Arms Co., Inc.
Product Service
Legal Case #:5809

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225523	3/11/2011	2/2/2011	3/14/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Gray	PO Box 72	Adrian	MO	64720		H 816-297-8995

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	fired when closing bolt Concern:1008 Fired on Bolt Closing			
C				

3/17/11 Per note from dealer, the gun has fired twice for his customer when he closes the bolt. He brought it to the dealer to repair and the dealer can't get it to missfire.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/204 RUGER	n/a	G6415013	WY	8/24/2004 12:58:44 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WILLIAMS SHOOTERS SUPPLY	TWO PIECE BASE	N			

CONCERN: FBC

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

2/2/11 Mailing ARS per his voice message request.cm 3/17/11 Per Ilion, trigger assm set screws altered, trigger not returning properly. Replace TPA, clean, test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		3/14/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 204 RUGER
	Date Code		WY
	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	SLUGGISH
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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

5809
February 2, 2011

John Gray
PO Box 72
Adrian, MO 64720

Subject: Case 5809, Model 700

Dear Mr. Gray,

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 box with "Product Service".

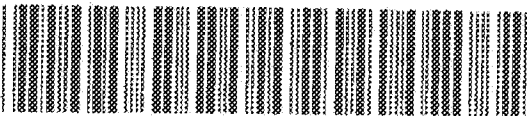
I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

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

G6415013

Model: 700



RE00225523

T.A. set screws altered, Trig not
returning properly, replace TPA,
clean + Test fire at 1/2 normal
cost.

Quote

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: 700		Serial Number: 66415013	
Are you the original owner? ☐ YES ☒ NO			
Name: WILLIE John Gray		Date of Purchase: 	
Address (no PO Boxes): RR1 Box 208A			
City: Adrian	State: MO	Zip: 64720	
Phone (Daytime): 816-547-4797		Fax: 	
E-mail Address (if e-mail address is provided, notification of receipt and shipment will be sent): Amigatochunts@gmail.com			
E-mail Address: 			
☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
GUN HAS FIRED TWICE FOR MY CUSTOMER WHEN HE CLOSES THE BOIT HE BROUGHT IT TO ME FOR REPAIR & I CAN'T GET IT TO MISFIRE			
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: 	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	BRAK FLO
How often do you clean the bore? (Months or Number of rounds)	100
How often do you clean the action? (Months or Number of rounds)	500
How often do you clean the trigger assembly? (Months or Number of rounds)	500
Brand of lubricant used:	BRAK FLO
How often do you lubricate the bore? (Months or Number of rounds)	100
How often do you lubricate the action? (Months or Number of rounds)	100
How often do you lubricate the trigger assembly? (Months or Number of rounds)	250
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?	
NEVER	
What were the services performed?	
N/A	
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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/2/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL ☒ XX	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	John Gray PO Box 72 Adrian, MO 64720
RETURN ITEM TO:	Rem Prod Service

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

4XX596 FEB 3, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065742848
REF 1: JOHN GRAY/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHGS:
DY 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 10.00 PUB+HANDLING 10.00



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DATE:	2/2/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☒ PLEASE CHECK ONE:			
MEDIA			
COORDINATOR		xx	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	John Gray PO Box 72 Adrian, MO 64720
RETURN ITEM TO:	Rem Prod Service
4XX596 FEB 21, 2011 ALL CURR USD 1 OF 1 SVC GNDCON ACT WT 10.0 LBS TRACKING# 1Z4XX5969065731912 REF 1: JOHN GRAY/CD/CM REF 2: 700	

☒ PLEASE COMPLETE ALL PARTS OF

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

Dodson, Cathy

From: Mitchell, Christy
Sent: Monday, February 21, 2011 11:52 AM
To: Dodson, Cathy
Subject: Gray
Attachments: Untitled (10) (2).xls

He never received the first one I sent so please print me another one to mail out. Thanks!



