

Remington Arms Co., Inc.
Product Service
Legal Case #:5536

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219888	1/20/2011	1/21/2011	1/21/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ernest	Grigsby	13308 Corene Rd.	Spotsylvania	VA	22551		H 540-895-5607 C 540-809-4727 E egcoast@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4054 As received Follows Down		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

1/4/11: Customer called in. He said that he inherited gun from father & it hasn't been shot since about 1977. He took it out to shoot recently & when he closed the bolt he heard the firing pin drop. Wants it checked out. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	n/a	328720	LR	2/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
			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 - Repair under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$21.97	1/24/2011				

1/4/11: Sending ARS, ltr, form. df 1/24/11: Per Ilion - TA very dirty & sticky causing parts to stick & work sluggish. Safety ring clip out of position. Mag box missing. Replace TA, clean & test fire under BLM program - quote. df Left msg for cust. to call. df 2/10/11: Customer called in & apprvd repair - pd by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/21/2011
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4054	As received Follows Down	
Barrel	Description		24" 22-250 REM HB
	Date Code		LR
	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	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	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	BINDS
		Test Fired	False
Feeding Test	Tests	False	MAG BOX MISSING

Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY, PARTS BIND WORK SLUGGISH SAFETY SNAP RING OUT OF POSITION
	Pull	---Select---	10+/#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Remington®

5536
January 4, 2011

24"
LR 2/68
10+
1010

Ernest Grigsby
13308 Corene Rd.
Spotsylvania, VA 22551
Ph: 540-895-5607

Ref: # 5536

Dear Mr. Grigsby,

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

RECEIVED
JAN 24 2011

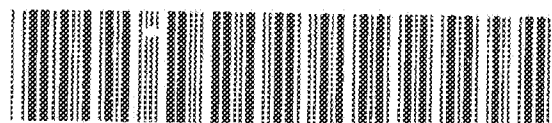
enclosure

BY:

Serial Number:

328720

Model: 700



RE00219888

T.A. very dirty + sticky causing
parts to stick + work sluggish.
safety ring clip o.p. mag. box
missing. replace TPA, clean + test
fire under BCP 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

PS 17458

Print

Reset

Model Number: <u>Rem. 700</u>		Serial Number: <u>328720</u>	
Are you the original owner? ☐ YES ☒ NO			
Name: <u>Ernest Grigsby</u>		Date of Purchase: <u>Received from Father 1977</u>	
Address (no PO Boxes): <u>13303 Cerene Rd</u>			
City: _____		State: <u>Va</u>	Zip: <u>22551</u>
Phone (Daytime): <u>540-809-4727</u> ⁵⁴⁰ <u>895-6007</u>		Fax: <u>540-895-9127</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>E.G. COASTAL@aol.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>The Firing Pen goes off when I close the Bolt. I found it out when I took it out of the Cab. For the first time to shoot after 30 years</u> <u>THANKS</u> <u>ERNEST GRIGSBY</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>55 gr</u>	
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: _____
How often do you clean the bore? (Months or Number of rounds) _____
How often do you clean the action? (Months or Number of rounds) _____
How often do you clean the trigger assembly? (Months or Number of rounds) _____
Brand of lubricant used: _____
How often do you lubricate the bore? (Months or Number of rounds) _____
How often do you lubricate the action? (Months or Number of rounds) _____
How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
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>0 N/A</u>
What were the services performed? <u>N/A</u>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler 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:	1/4/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
☐ PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5536 rifle			

LABEL INFORMATION

MAIL LABEL TO: Ernest Grigsby 13308 Corene Rd. Spotsylvania, VA 22551 Ph: 540-895-5607
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 5, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066320248
REF 1:ERNEST GRIGSBY/CD/DMF
REF 2:5536/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 CDD 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 8.24 PUB+HANDLING 8.24

