

Remington Arms Co., Inc.
Product Service
Legal Case #:5466

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221359	1/31/2011	12/20/2010	2/1/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Hoose	164 Stevers Crossing, Box 427	Philmont	NY	12565		H 518-672-7296 C 518-821-6752 E hoosey1@verizon.net

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				

12/20/10 Per email sent to Remington.com, incid # 101209-000025, "I have a Remington 700 .243 Winchester Serial Number B6665998. The safety on this gun doesn't work all of the time and is very dangerous. As you release the safety to the firing position.....the gun goes off !!!!! I was letting one of my friends use this rifle for his son to go hunting this deer season and as I was checking it over.....this happened. Talking with other friends of mine that knows more about guns than I do...said this was a know factor with this model. Is there a recall on this rifle... or something that I can do ???? I can't used this rifle in the condition it's in... it's not safe!".cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	25767	B6665998	XE	12/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
	CAMFOUR INC 01085	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 at 1/2 normal cost							
	Repair/Replacement Cost	Repair/Replacement Date					

12/20/10 Mailing ARS.cm 2/10/11 Per Ilion, could not duplicate concern. Trigger assm dirty and sticky, rusty parts work sluggish. Replace TPA, clean, test fire at 1/2 normal cost. Approved by phone on 2/3.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/1/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		22" 243 WIN
	Date Code		XE
	Bore Plugged	False	

Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Like new; Functioning	BINDS
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY, RUSTY PARTS WORK SLUGGISH
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

5466

22"
X E 12
6 1/2
104

December 20, 2010

John Hoose
164 Stevers Crossing, Box 427
Philmont, NY 12565

Subject: #5466, Model 700

Dear Mr. Hoose,

Thank you for your patience. Enclosed is a 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.

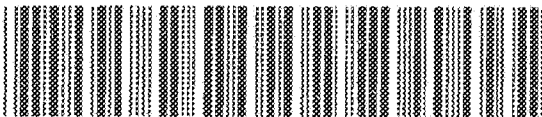
Sincerely,

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

Serial Number:

B6665998

Model: 700

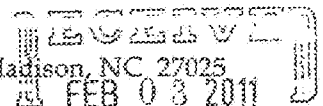


RE00221359

could not duplicate concern.
T.A. dirty + sticky ^{dry} parts work
sluggish. Replace JPA, 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:	B6665998
Are you the original owner? ☐ YES ☒ NO			
Name:	John Hoose	Date of Purchase:	2008
Address (no PO Boxes): 164 STEVERS CROSSING Rd.			
City:	Philmont	State:	NY
		Zip:	12565
Phone (Daytime):	518-672-7296	Fax:	
E-mail Address (if e-mail address is provided, notification of receipt and shipment will be sent): Hoosey1@Verizon.net			
E-mail Address:			
☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
While releasing the safety - the rifle would fire. 2010 Hunting Season. I was going to let a 16 year old boy use my rifle for hunting. While showing him and his father the rifle and how the safety works... this was what happen.			
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:	Hoppe's
How often do you clean the bore? (Months or Number of rounds)	After Use
How often do you clean the action? (Months or Number of rounds)	After Use
How often do you clean the trigger assembly? (Months or Number of rounds)	After Use
Brand of lubricant used:	Hoppe's
How often do you lubricate the bore? (Months or Number of rounds)	After Use
How often do you lubricate the action? (Months or Number of rounds)	After Use
How often do you lubricate the trigger assembly? (Months or Number of rounds)	After Use
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?	
None to my knowledge	
What were the services performed?	
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.	

Reference #
101209-000025

Status
Updated

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

Remington 700**Discussion Thread**

Customer (John Hoose)

12/10/2010 07:56 AM

I haven't had the courtesy of a reply to my question below. I think this is a very serious matter and would appreciate a reply...

If your working on my question, I do appreciate it. Please advise. Thanks JOHN

----- Original Message -----

From: Remington Information

To: hoosey1@verizon.net

Sent: Thursday, December 09, 2010 9:56 AM

Subject: Remington 700 [Incident: 101209-000025]

Customer (John Hoose)

12/09/2010 09:56 AM

I have a Remington 700 243 Winchester Serial Number 86665998.

The safety on this gun doesn't work all of the time and is very dangerous. As you release the safety to the firing position.....the gun goes off !!!!! I was letting one of my friends use this rifle for his son to go hunting this deer season and as I was checking it over.....this happened. Talking with other friends of mine that knows more about guns than I do...said this was a know factor with this model.

Is there a recall on this rifle... or something that I can do ??? I can't used this rifle in the condition it's in... it's not safe !!!!

Please advise.....

thank you.

John Hoose

164 Stevers Crossing

Box 427

Philmont, NY 12565

Date Created
12/09/2010 09:56 AM

Initial Response
None

Last Updated
12/15/2010 03:35 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Primary Contact

First Name: John

Last Name: Hoose

Organization:

Login: hoosey1@verizon.net

Title:

Contact Type:

Email: hoosey1@verizon.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone: (518) 821-6752

Fax:

Assistant Phone:

Home Phone: (518) 672-7296

Street 164 Stevers Crossing Box 427

City Philmont

State/Province NY

Postal Code 12565

Country US

Additional Information



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/20/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 700 B6665998			

LABEL INFORMATION

MAIL LABEL TO:	John Hoose 164 Stevers Crossing Box 427 Philmont, NY 12565
RETURN ITEM TO:	Rem Prod Service

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

4XX598 DEC 21, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5989065778435
REF 1: JOHN HOOSE/CD/CM
REF 2: 700/B6665998

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRGS:		
OV 0.00	COD 0.00	RS 0.00
DC 0.00	DGD 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 7.27	PUB+HANDLING	7.27

