

Remington Arms Co., Inc.
Product Service
Legal Case #:5363

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219304	1/17/2011	12/9/2010	2/11/2011	11/13/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Thomas	Jones	1200 Boxwood Dr.	Chesapeake	VA	23323		C 757-284-4545 E tujones1@cox.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
P1				
PD Shot hole in ATV tire	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1028 Fired With Safe ON			
C Fired with Safe on				

12/8/10: Customer called in. He stated he was hunting 2 weeks ago and his rifle discharged when he took it off the ATV. Blew out tire on ATV. No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27476	D6854767	LP	2/27/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	MAURICE SPORTING GOODS		Y			

CONCERN:FSO

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
Repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$59.64	2/11/2011				

12/9/10: Sending ARS, ltr, form, box. Box order# 1166852. df 1/24/11: Per Ilion - Could not duplicate concern. No clearance between trigger & trigger guard, trigger guard appears to have been hit/damaged. I left customer a msg to call me. I will offer to do gun repair at n/c. df 1/26/11: Customer called back. He agreed with repairing gun @ n/c. I will close case when I get parts list. df 2/11/11: Got parts list - file closed. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		LP
	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	Worn; Functioning	HAS MAX BOLT,CLOSES ON INSP MAX
	Notch Condition	--Select--	
Overall	Exterior Condition	Worn; Functioning	SCRATCHES,MARS SOME LITE RUSTING
	Stock Condition	Worn; Functioning	
	Fore End Condition	--Select--	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	.013
	Notch	Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	NO CLEARANCE BETWEEN TRIG AND TRIG GUARD APPEARS TRIG GUARD HAS BEEN HIT/DAMAGED
	Pull	--Select--	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Remington.

22"
L 92/95
S. 55
1013

5363

X

December 9, 2010

Thomas Jones
1200 Boxwood Dr.
Chesapeake, VA 23323
Ph: 757-284-4545

Ref: # 5363

Dear Mr. Jones,

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.

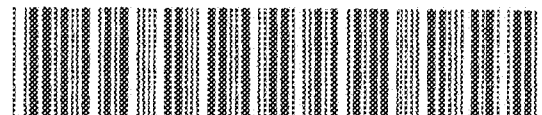
Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

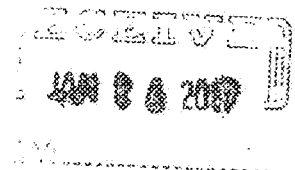
Serial Number:

D6854767

Model: 700



RE00219304



Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 17767

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>06854767</u>	
Are you the original owner? ☒ YES ☐ NO			
Name: <u>Thomas M Jones</u>		Date of Purchase: <u>Don't Remember</u>	
Address (no PO Boxes): <u>1200 Boxwood Dr.</u>			
City: <u>Chesapeake</u>		State: <u>Va</u>	Zip: <u>23323</u>
Phone (Daytime): <u>757-284-4545</u>		Fax: <u>N/A</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>tmjones1@cox.net</u>			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>ON Nov 13, 2010, while taking my gun out of its gun holder on my 4 wheeler, the gun discharged with the safe on. No one was injured, but it damaged my gun holder, and front tire on my 4 wheeler.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Nosler</u>		Type: <u>AccuBond</u>	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: <u>IMR 4831</u>		Powder Weight: <u>49.5</u>	
Case/Hull Used: <u>Winchester</u>		Primer Used: <u>Winchester WLR</u>	
Bullet Type/Shot Size: <u>140 Gr</u>		Reloader Used: <u>Lee</u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	20 Rounds
How often do you clean the action? (Months or Number of rounds)	Same
How often do you clean the trigger assembly? (Months or Number of rounds)	Same
Brand of lubricant used:	Remington
How often do you lubricate the bore? (Months or Number of rounds)	20 Rounds
How often do you lubricate the action? (Months or Number of rounds)	Same
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Same
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?)	
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:	12/9/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5363 rifle			

LABEL INFORMATION

MAIL LABEL TO: Thomas Jones 1200 Boxwood Dr. Chesapeake, VA 23323 Ph: 757-284-4545
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 DEC 9, 2010 ALL CURR USD 1 OF 1
SVC GRDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066810647
REF 1:THOMAS JONES/CD/DMF
REF 2:5363/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
OV 0.00 COD 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 0.20 PUB+HANDLING 0.20

