

Remington Arms Co., Inc.
Product Service
Legal Case #:5506

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220783	1/26/2011	12/29/2010	1/27/2011	12/27/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joe	Kerby	11380 CR 281	Zephyr	TX	76890		C 325-200-5233 E mkerby@bwoodtx.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

Customer called in. He stated he was hunting & he experienced a PSR. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	27331	G6504230	PZ	6/24/2005 12:59:03 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
1/11/2008	ACADEMY CORP		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 - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

12/29/10: Sending ARS, ltr, form & box. Box order# 1172880. df 2/7/11: Per Ilion - Could not duplicate concern. TA set screws altered. Can offer to replace TA, clean & test fire @ 1/2 normal cost - quote. Customer spoke to CSR and stated he is mailing a check w/quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/27/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 223 REM
	Date Code		PZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	CLOSES HARD OVER SHELL NEEDS ADJUSTING
	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	SOME LITE RUSTING ON METAL UNDER STOCK
	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	Non-ISS	
Sear	Lift	--Select--	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	MIN TRIG RETURN
	Pull	--Select--	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

5506
December 29, 2010

Joe Kerby
11380 CR 281
Zephyr, TX 76890
Ph: 325-200-5233

Ref: # 5506

Dear Mr. Kerby,

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

24"
PZ
6/05
2.5"
013

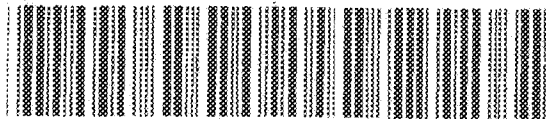
RECEIVED
FEB 01 2011

BY:

enclosure

Serial Number
G6504230

Model: 700



RE00220783

could not duplicate concern
T.A. set screws altered. CAN
offer to replace TPA, clean &
test fire at 1/2 normal cost.

Reade

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

PS 17826

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>66504230</u>	
Are you the original owner?: ☐ YES ☒ NO			
Name: <u>Gun Show</u>		Date of Purchase: <u>01-11-08</u>	
Address (no PO Boxes): <u></u>			
City: <u>Zephyr</u>		State: <u>Texas</u>	Zip: <u>76890</u>
Phone <u>325-200-5233</u> (Daytime): <u></u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>M. Kerby @ Bwood Tx. 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>TOOK OFF SAFETY AND IT FIRED TWICE</u> <u>SOMETIME IT IS HARD TO PUT SHELLS IN BORE.</u> <u>I OWN TWO MODEL 700</u> <u>30-06</u> <u>223</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>223 55GR PSP</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>5.5 GR</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):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	10 Rounds
How often do you clean the action? (Months or Number of rounds)	10 "
How often do you clean the trigger assembly? (Months or Number of rounds)	10 "
Brand of lubricant used:	Rem Oil
How often do you lubricate the bore? (Months or Number of rounds)	10 Rounds
How often do you lubricate the action? (Months or Number of rounds)	10 "
How often do you lubricate the trigger assembly? (Months or Number of rounds)	10 "
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 Illion, 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:	12/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR		I WILL MAIL	
TO MAIL		XXXXXX	
DESCRIPTION: Ref # 5506 rifle			

LABEL INFORMATION

MAIL LABEL TO: Joe Kerby 11380 CR 281 Zephyr, TX 76890 Ph: 325-200-5233
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 29, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT UT 10.0 LBS
TRACKING# 124XX596906686630
REF 1: JOE KERBY/CD/DMF
REF 2: 5506/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 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 10.59 PUB+HANDLING 10.59

