

Remington Arms Co., Inc.
Product Service
Legal Case #:5817

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
223876	2/21/2011	2/3/2011	2/28/2011	2/3/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Carl	Risley	6362 Risley Rd.	Cameron Mills	NY	14820		H 607-693-2354

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

2/3/11: Customer called in & stated he had a FSR today & almost shot his truck. No damage, No injury. He stated when he takes the stock off the safe works fine. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/222 REM	26023	E6537710	AT	3/2/1999
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT CORPORATION	TWO PIECE BASE	Y			

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
Customer sent ck for \$37						

Repair/Replacement Cost	Repair/Replacement Date
\$10.40	2/28/2011

2/3/11: Sending ARS, letter, form, box. Box order# 1184625. df 2/28/11: Per Hion - Trigger & pin rusty causing trigger to bind back. Replace TA, clean & test fire @ 1/2 normal cost - quote. Left msg for cust. to call me. Customer called back & stated that he sent a check for \$37 and that's all he was sending (no idea who told him to do that). He disagreed w/our findings & compared us to Toyota. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/22/2011
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		24" 222 REM
	Date Code		AT
	Bore Plugged	False	
	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	Slightly Worn; Functioning	
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Pore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG AND PIN RUSTY, TRIG BINDS BACK
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington.

2411
AT 3/9
7#
1013

5817

February 3, 2011

Carl Risley
6362 Risley Rd.
Cameron Mills, NY 14820
Ph: 607-695-2354

Ref: # 5817

Dear Mr. Risley,

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

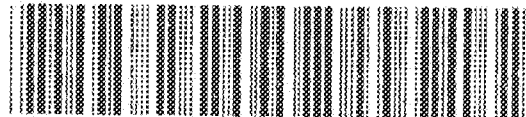
RECEIVED
FEB 27 2011

BY:

Serial Number:

E6537710

Model: 700



RE00223876

TRIG. & PIN RUSTY CAUSING TRIG
TO BIND BACK. Replaced 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

Print

Reset

Model Number: <u>E6537710</u>		Serial Number: <u>E6537710</u>	
Are you the original owner?: ☒ YES ☐ NO			
Name: <u>CARL RISLEY</u>		Date of Purchase: <u>1999 - 2000 (FTHS)</u>	
Address (no PO Boxes): <u>6362 RISLEY ROAD</u>			
City: <u>CAMERON HILLS</u>	State: <u>NY</u>	Zip: <u>14820</u>	
Phone (Daytime): <u>607-695-2354</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>None</u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>when I take the safe off to shoot the gun fires. once in 2010 - 2 times in Feb. 2011.</u> <u>I Am afraid to use this gun.</u> <u>when I take the gun from the stock the safe</u> <u>will work again. when the gun fires when I</u> <u>take the safe off, I cant move the safe.</u> <u>I have shot no more 250-300 rounds altogether.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>HARD LOADS</u>		Type: <u>#2-22</u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u>4100 DuPont</u>		Powder Weight: <u>19.5 GRAM</u>	
Case/Hull Used: <u></u>		Primer Used: <u>CCI</u>	
Bullet Type/Shot Size: <u>Sierra 52 GRAM</u> <u>HOLLOW POINT MATCH</u>		Reloader Used: <u>LYMAN</u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	15-20 rounds
How often do you clean the action? (Months or Number of rounds)	15-20 rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	50 rounds
Brand of lubricant used:	Outers
How often do you lubricate the bore? (Months or Number of rounds)	15-20 rounds
How often do you lubricate the action? (Months or Number of rounds)	15-20 rounds
How often do you lubricate the trigger assembly? (Months or Number of rounds)	50 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?	
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:	2/4/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
☐ PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL ☐ XXXXXX	
DESCRIPTION: Ref # 5817 rifle			

LABEL INFORMATION

MAIL LABEL TO: Carl Risley 6362 Risley Rd. Cameron Mills, NY 14820 Ph: 607-695-2354
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 FEB 7, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066223577
REF 1: CARL RISLEY/CO/DMF
REF 2: 5817/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHGS:		
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DDO 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 7.74	PUB+HANDLING	7.74



