

Remington Arms Co., Inc.
Product Service
Legal Case #:5354

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
224015/224013/224008	2/22/2011	12/8/2010	2/23/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tim	Rogers	370 St. Joseph St	Los Alamos	CA	93440		E timothy.a.rogers@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	misfired twice	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

12/8/10 Per email sent to Remington.com, incid # 101101-000045, "I purchased two Remington 700 XCRs about 3 years ago. I have had a misfire issue with one of them twice. After reading about the issues presented in the CNBC piece, I would like to have these issues fixed. Please let me know the process I need to go through in order to do so."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/338 WIN MA	n/a	S6535890	EZ	10/28/2005 4:14:40 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WILLIAMS SHOOTERS SUPPLY		U			

XCR CONCERN:FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	84452	S6681154	LD	2/11/2009 11:08:09 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CABELA S INC/WAREHOUSE /		U			

CONCERN:FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27165	S6550188	AA	3/3/2006 8:15:59 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT (OH) CORPORATION		U			

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 lion, replace TPA, clean and test fire at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				
	52.75	2/28/2011				

12/8/10 Emailing 2 ARS labels.cm 2/28/11 Per lion, #224015, could not duplicate concern. Trigger assm dirty and sticky. Can offer to replace TPA, clean and test fire at 1/2 normal cost. #224013, Trigger assm very dirty and sticky, has a build up of debris. Will follow down when bolt is closed briskly. Replace TPA, clean and test fire at no charge. #224008, could not duplicate concern. Trigger assm dirty and sticky. Can offer to replace TPA, clean and test fire at 1/2 normal cost cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner	56535890	B. TRAVIS
	Exam Date		2/23/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 338 WIN MAG XCR
	Date Code		EZ
	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	
	Stop	Slightly Worn; Functioning	
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; Functioning	
	Stock Condition	---Select---	
	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---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner	56681154	B. TRAVIS
	Exam Date		2/23/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4015	Improper Maintenance	PHOTOS ARE IN A SEPARATE FOLDER
	Description		24" 3006 SPR XCR

Barrel	Date Code		LD
	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	ACTION DIRTY, DEBRIS BUILD UP IN ACTION
	Stock Condition	---Select---	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	011
	Match	Slightly Worn; Functioning	
Feeding Test	Test Fired	False	
	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY, WILL FOLLOW DOWN WHEN CLOSED BRISKLY
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner	S6550188	B. TRAVIS
	Exam Date		2/23/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	PHOTOS ARE IN A SEPARATE FOLDER
Barrel	Description		24" 270 WIN XCR
	Date Code		AA
	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	
	Strip	Slightly Worn; Functioning	
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; Functioning	
	Stock Condition	---Select---	
	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---	010
	Notch	Slightly Worn; Functioning	
	Test	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

24"
AA 3/06
5th
.010

5354

December 8, 2010

Tim Rogers
370 St. Joseph St
Los Alamos, CA 93440

REDACTED

5/13

Timothy Rogers

Subject: #5354, Model 700

Dear Mr. Rogers,

Thank you for your patience. You should receive an email with the 2 UPS ground prepaid shipping labels to cover shipment of the firearms for inspection at our factory. Please include a copy of this letter with each 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

RECEIVED
FEB 25 2011

BY:

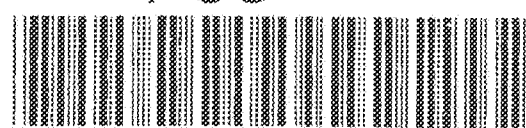
could not duplicate concern.
T.A. dirty + sticky. can no longer
to replace TPA, clean + test
fire at 1/2 normal cost.

quote

Serial Number

S6550188

Model: 700



RE00224008

To Whom It May Concern:

Enclosed in this gun case are three Remington 700 XCRs that need to be inspected for the safety/misfire issues that were outlined in the CNBC documentary. There have been misfire issues with two of the three rifles where the rifle has fired with the safety on. Please inspect and repair these rifles as needed and provide a letter explaining the findings.

Two of the rifles are mine (Tim Rogers) and one of the rifles is a friends (Scott Westgaard).

Rifle One:

Remington 700 XCR .270 - S6550188

Rifle Two:

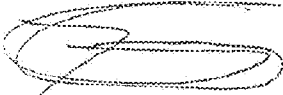
Remington 700 XCR .338 Win Mag - S6535890

Rifle Three:

Remington 700 XCR 30-06 SPRG - S6681154

Please call me or email me with any questions.

Thank You,



Tim Rogers
370 St. Joseph St.
Los Alamos, CA 93440
707.307.3546
timothy.a.rogers@gmail.com

PLEASE RETURN RIFLES TO:

TIM ROGERS
370 ST. JOSEPH ST.
LOS ALAMOS, CA 93440

PACKAGE SHOULD BE INSURED FOR THE
VALUE OF THE THREE RIFLES PLUS THE
VALUE OF THE CASE.

Rifles: $\$850 \times 3 = \2550

Gun Case: \$275

TOTAL INSURED: \$2,825

Receipt Of Firearm(s) Delivered to the Plant for Repair
Firearm Checked For Live Ammunition ☒

24"
KMS/65
6.5#
.019

Driver's License ID# REDACTED

Delivery Date 2.12.11

5924

Customer Name (Print) DONALD ZINK

Employee (Y) ☒ (N)

Address 3524 HEATHERWOOD DR City HAMBURG

State NY Zip 14075 Phone Number (716) 312-0253 (OFF.)

Manufacturer REMINGTON

Firearm Description Model 700 Cal./Ga. 22-250

Serial Number 154365

Stock/ Fore-end Condition - circle the description
(Excellent, Good, Fair, Poor, Fancy, Plain, Synthetic, Wood)

Comments on Stock/ Fore-end condition EXCELLENT

Metal Condition - circle the description
(Excellent, Good, Fair, Poor, Fancy, Plain Stainless Steel)

Comments on Metal condition

Barrel Type (VT, Rib, Plain, Deer, Stainless Steel) Barrel length

List additional accessories: IE Scope, Sling, Gun case and description;

Customer request: GUN FIRES WHEN CLOSING THE BOLT -

Return Process Return to Clark St. Ent. ☐ Return via UPS ☒

By signing this receipt the person delivering the firearm understands to be the only person to receive the firearm upon completion of repairs.

Signature [Signature]
person delivering firearm

Date 2.12.11 T.A. DIRTY, STICKY, RUST
SRAR IS STICKING TO SID
PHATES. Replace TPA,
clean & test FIRE UNDER
BLP for \$20.00 + ship.

Signature [Signature]
security officer

Date 2.12.11

Signature [Signature]
Arms Service / CSR

Date 2.12.11

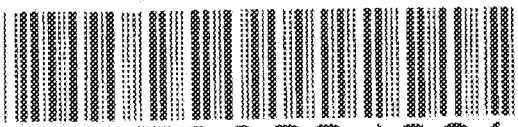
Quote

Up Verification
red the above described firearm to the
lawfully possess a firearm in New York State.

_____ Date ____/____/____
e same who delivered

_____ Date ____/____/____
ning the firearm

Serial
Number
154365
Model: 700



RE00224006

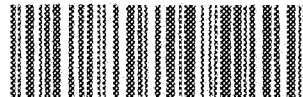
Remington.

42 LBS 1 OF 1
SNP WT: 42 LBS
DATE: 15 FEB 2011

SHIP PRODUCT SERVICE
TO: REMINGTON ARMS INC.
14 EEFLE AVE

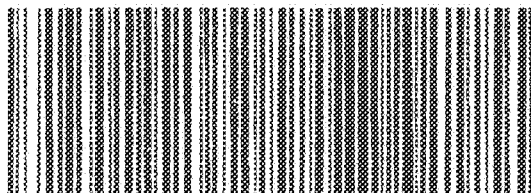
14-00000

NY 135 0-01



UPSC GROUND

TRACKING #: IZ 970 X49 03 7769 4222



BILLING: 2/2

128 13.00 220 450 32.50 01/2011

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Shipment Receipt: Page #1 of 1

THIS IS NOT A SHIPPING LABEL. PLEASE SAVE FOR YOUR RECORDS.

SHIP DATE:
TUES, FEB 15, 2011

SHIPMENT INFORMATION:
... (77) ... (77) ... (77) ...

EXPECTED DELIVERY DATE:
TUES, FEB 22, 2011 EDT
SHIP FROM:
TIM ROGERS
378 ST. JOSEPH ST.
LOS ALAMOS, CA 93440
(760) 387-3546

SHIP TO:
REMINGTON ARMS INC.
PRODUCT SERVICE
14 ROEPLER AVE
ELIOT, NY 13357-1888
BUSINESS

SHIPPED THROUGH:
UPS CC SANTA BARBARA CA
SANTA BARBARA, CA 93455
(800) 742-5877

COMPLETE ONLINE SHIP
ENTER THE FOLLOWING
HTTP://WWW.UPS.COM
QUESTIONS ABOUT VOS
CALL THE CARRIER OR
OR CONTACT SHIPPER



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02/15/2011 04:15 PM Pacific

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United Parcel Service of America, Inc.

RECEIVED BY
... (77) ... (77) ... (77) ...
... (77) ... (77) ... (77) ...
... (77) ... (77) ... (77) ...

SHIP TO: REMINGTON ARMS INC.

378 ST. JOSEPH ST.
LOS ALAMOS, CA 93440
(760) 387-3546

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SHIP TO: REMINGTON ARMS INC.
378 ST. JOSEPH ST.
LOS ALAMOS, CA 93440
(760) 387-3546

Mitchell, Christy

224608, 4013, 4015

From: Mitchell, Christy
Sent: Tuesday, January 18, 2011 8:02 AM
To: 'Tim Rogers'
Subject: RE: Rogers, Tim.cm.doc

Ok, the labels I sent will not work with that weight. I can reimburse up to \$25/rifle for shipping. Send me the receipts for your shipping and hopefully it won't be over that.

Thanks, Christy Mitchell

From: Tim Rogers [mailto:timothy.a.rogers@gmail.com]
Sent: Monday, January 17, 2011 9:32 PM
To: Mitchell, Christy
Subject: Re: Rogers, Tim.cm.doc

Hi Christy,

Thank you for getting back to me. The only 'UPS safe' guncase I have, that I trust my rifles to not get damaged in, is my travel case. It weighs right at 25lbs, so about 40lbs with the rifles in them. I am not comfortable shipping the rifles in a light weight case. Please advise.

Thank You,

Tim Rogers

On Wed, Jan 12, 2011 at 5:06 AM, Mitchell, Christy <Christy.Mitchell@remington.com> wrote:

Mr. Rogers, the labels are 10 lbs each. I have a copy of them with your information. That should cover the weight of the Model 700 without a scope unless the shipping container is over 2 lbs. You can ship them yourself. Just peel and stick the label to your box and take the box to a UPS terminal or UPS driver and they can scan it and ship it. It is not necessary to go through a FFL dealer. If they will let you leave them at the store for pickup that might make things easier for you but it is not required.

From: Tim Rogers [mailto:timothy.a.rogers@gmail.com]
Sent: Monday, January 10, 2011 6:53 PM
To: Mitchell, Christy
Subject: Re: Rogers, Tim.cm.doc Christy,

Please let me know if I need to send these via an FFL dealer or if I can send them myself. Also, I notice the labels you sent are only for 5lbs. If I send these in a gun case, it is going to be significantly heavier. Please advise.

Thank You, Tim Rogers

5358

Reference #
101101-000045Status
SolvedAssigned To
Administrators
Christy -Product
HistorySLA
Not specifiedQueue
CSRDate Created
11/01/2010 11:27 AMInitial Response
11/03/2010 05:18 PMLast Updated
11/09/2010 03:45 AMDate Closed
11/09/2010 03:45 AMCustomer SmartSense
+1 (on -3 to +3 scale)Staff SmartSense
+1 (on -3 to +3 scale)

Remington 700 Misfires

Discussion Thread

Response (Christy -)

11/03/2010 05:18 PM

Mr. Rogers, I can send you a prepaid UPS ground shipping labels to cover shipment and a free inspection at the factory to determine the cause of the incident you described and to check the other rifle. I would call you after inspection with the details and resolution.

I will also send you a letter that I would ask you to insert inside the box with the rifle before shipping. Let me know what address you would like on the label as that would be the address the rifle would return to and it will require an adult signature.

I can email or fax the labels and letters if you prefer to speed the process. I'll await your reply.

Sincerely,

Christy Mitchell

Customer (Tim Rogers)

11/01/2010 11:27 AM

Good Afternoon,

I purchased two Remington 700 XCRs about 3 years ago. I have had a misfire issue with one of them twice. After reading about the issues presented in the CNBC piece, I would like to have these issues fixed. Please let me know the process I need to go through in order to do so.

I have been a long time buyer of remington arms and I hope to continue to be. How this issue is handled will determine whether I continue to be or not.

Thank You,
Tim Rogers

Primary Contact

First Name: Tim
Last Name: Rogers
Organization:

Login: timothy.a.rogers@gmail.com

Title:

Contact Type:

Email: timothy.a.rogers@gmail.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

370. St. Joseph St
Los Alamos, CA 93440

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/7/2010	REQUESTED BY:	christy
QUANTITY:	2	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA	XXXXXXXXXXXXXX		
COORDINATOR	Email to him at:		
TO MAIL	timothy.a.rogers@gmail.com	I WILL MAIL	
DESCRIPTION:			
700			

LABEL IN:

MAIL LABEL TO:	Tim Rogers 370 St Joseph St Los Alamos, CA 93440	timothy.a.rogers@gmail.com
	Email to him at:	
	timothy.a.rogers@gmail.com	
RETURN ITEM TO:	Rem Prod Serv	

SEND TO THE MEDIA COORDINATOR

4XX596 DEC 9, 2010 ALL CURR USD 1 OF 2
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065218325
REF 1:TIM ROGERS/CD/CM
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHGS: SVC T/P USD
DV 0.00 COD 0.00 RS 1.00
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 12.24 PUB+HANDLING 12.24

4XX596 DEC 9, 2010 ALL CURR USD 2 OF 2
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065511730
REF 1:TIM ROGERS/CD/CM
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHGS: SVC T/P USD
DV 0.00 COD 0.00 RS 1.00
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 12.24 PUB+HANDLING 12.24

Remington.

www.remington.com



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

ARS LABEL REQUEST FORM

DATE:	12/7/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA	XXXXXXXXXXXXXX	I WILL MAIL	
COORDINATOR	Email to him at:		
TO MAIL	timothy.a.rogers@gmail.com		
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Tim Rogers 370 St Joseph St Los Alamos, CA 93440
	Email to him at: timothy.a.rogers@gmail.com
RETURN ITEM TO:	Rem Prod Serv

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

