

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5727

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
223186	2/14/2011	1/20/2011	2/28/2011	1/20/2011			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Nathaniel	Luke	Shoemaker	19471 State Hwy 3	Atlanta	MO	63530	C 660-676-2218 E luke.shoe@yahoo.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot a hole in friend's truck	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C				

1/20/11: Customer called in. He stated he was using rifle on 1/20/11 and when he closed the bolt the gun fired & shot a hole in his friend's truck. Bullet went through the transmission of the truck. Not sure if truck will be totaled because it is an older truck. No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	29681	E6822071	PP	6/7/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
1/15/2007	NATIONAL RECREATIONAL SHOOTING SUPP	TWO PIECE BASE	N			

CONCERN:PBC

## 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
Replace TA, clean @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$62.40	2/28/2011				

1/20/11: Emailed letter & form. Media Coord will email ARS. Box order# 1179690. df 2/27/11: Per lion - Could not duplicate concern. The action had sand & hair in it & the set screws had been altered. Customer wrote on repair form that he shot his friend's truck and stated the damage was around \$6,000. I will talk to Danny E. df 2/28/11: I spoke w/customer & offered to replace TA, clean & test fire @ n/c - goodwill gesture. He agreed to that. I explained that we would not cover the truck damage & he stated that the truck damage had already been taken care of. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/15/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		26" 300 WIN MAG HB
	Date Code		PP
	Bore Plugged	False	

Barrel	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	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	AS RECEIVED, WAS UNABLE TO CLOSE BOLT FULLY UNTIL I REMOVED THE SCOPE BASE SCREW
	Stock Condition	Slightly Worn; Functioning	BEDDED
	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	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	ACTION DIRTY WITH SAND AND HAIR
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

5727  
January 20, 2011

**[COPY]**

26"  
586/9  
3#  
1014

Nathaniel Luke Shoemaker  
19471 State Hwy 3  
Atlanta, MO 63530  
Ph: 660-676-2218  
Email: luke.shoe@yahoo.com

Ref: # 5727

Dear Mr. Shoemaker,

You will receive a shipping label for UPS by email in 2-3 business days. 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.

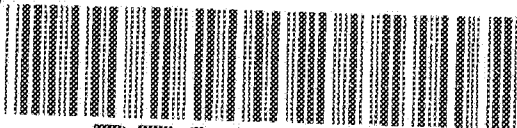
Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

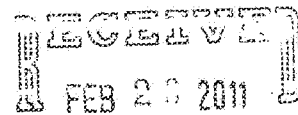
Serial Number:

E6822071

Model: 700



RE00223186



BY:.....

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

11/11

PS 18201

Print

Reset

Model Number: <u>Model 700 300 Win Mag S&amp;W</u>		Serial Number: <u>E6822071</u>	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>Matthew Luke Shoemaker</u>		Date of Purchase: <u>1-15-07</u>	
Address (no PO Boxes): <u>19471 5th Hwy 3</u>			
City: <u>Atlanta</u>	State: <u>MO</u>	Zip: <u>63530</u>	
Phone (Daytime): <u>662-676-7218</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Luke.Shoe@yahoo.com</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Shot at a coyote, didn't load another shell and walked back to the truck. Put another shell in and as I closed the Hammer the gun went off through the floor, heater module, transmission and MR Bags went off. About \$6000 in damage to my friends truck. 1-20-11 Incident Date</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Accurady</u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u></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: <u>Hoppe's</u>
How often do you clean the bore? (Months or Number of rounds) <u>3x year</u>
How often do you clean the action? (Months or Number of rounds) <u>3x year</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>1x year</u>
Brand of lubricant used: <u>Hoppe's</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>3x year</u>
How often do you lubricate the action? (Months or Number of rounds) <u>3x year</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>1x year</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>Never</u>
What were the services performed? <u>X</u>
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
<input type="checkbox"/> <b>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.</b>  :: 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.

# Remington<sup>®</sup>

*Emailed to cust.*

January 20, 2011

Nathaniel Luke Shoemaker  
19471 State Hwy 3  
Atlanta, MO 63530  
Ph: 660-676-2218  
Email: luke.shoe@yahoo.com

Ref: # 5727

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Reset

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
(Daytime) Phone: <input type="text"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: _____
How often do you clean the bore? (Months or Number of rounds) _____
How often do you clean the action? (Months or Number of rounds) _____
How often do you clean the trigger assembly? (Months or Number of rounds) _____
Brand of lubricant used: _____
How often do you lubricate the bore? (Months or Number of rounds) _____
How often do you lubricate the action? (Months or Number of rounds) _____
How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____
What were the services performed? _____
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoeffler Avenue</b> <b>Illion, NY 13357</b>
<input type="checkbox"/> <b>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.</b>  :: 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

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**Fulcher, Dell Marie**

---

**From:** postmaster@remington.com  
**To:** luke.shoe@yahoo.com  
**Sent:** Thursday, January 20, 2011 4:23 PM  
**Subject:** Relayed: Luke Shoemaker - Remington Ref# 5727

**Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:**

[luke.shoe@yahoo.com](mailto:luke.shoe@yahoo.com)

**Subject:** Luke Shoemaker - Remington Ref# 5727



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	1/20/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<del>PLEASE CHECK ONE</del>			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION: Ref # 5727 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Nathaniel Luke Shoemaker 19471 State Hwy 3 Atlanta, MO 63530 Ph: 660-676-2218 Email: luke.shoe@yahoo.com	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

4XX596 JAN 20, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969067220676  
REF 1: NATHANIEL L SHOEMAKER/CD/DMF  
REF 2: 5727/RIFLE  
HANDLING CHARGE 0.00 SVC T/P USD  
SINGLE-PIECE PUB RATE CHRG: RS 1.00  
BY 0.00 CDD 0.00 SD 0.00  
DC 0.00 DGD 0.00 SP 0.00  
AM 0.00 PR 0.00  
TOT PUB CHG 0.00 PUB+HANDLING 9.00

luke.shoe@yahoo.com

