

Remington Arms Co., Inc.
Product Service
Legal Case #:5575

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220801	1/26/2011	1/6/2011	1/27/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Daniel	Shaffer	349 Munger Hollow Rd	Cuba	NY	14727		H 585-968-0329

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1023 Delayed Firing - Firearms			
C	Delayed firing			

1/6/11: Customer called in. He stated that over the past few years he has had delayed firing. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25773	B6657109	XE	12/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART ENTERPRISES 44483	TWO PIECE BASE	Y			

CONCERN:DELAYED FIRING

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, replace TPA, clean and test fire at no charge	Repair/Replacement Cost 47.40	Repair/Replacement Date 2/3/2011				

1/6/11: Sending ARS, letter, form, box. Box order# 1175284. df 2/3/11 Per Ilion, could not duplicate concern. Trigger assm dirty and hard off safety. Replace TPA, clean and test fire at no charge.cm

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		22" 3006 SPR
	Date Code		XE
	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	SLUGGISH
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	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	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	HARD OFF SAFETY DIRTY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

5575
January 6, 2011

Daniel Shaffer
349 Munger Hollow Rd.
Cuba, NY 14727
Ph: 585-968-0329

Ref: # 5575

Dear Mr. Shaffer,

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.

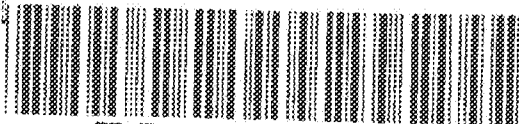
Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Serial
Number:

B6657109

Model: 700



RE00220801

could not duplicate concern
T.A. dirty + hand off safety.
replace TPA, clean + test fire
nt N/K

#230145

RECEIVED
FEB 01 2011

BY: _____

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

PS 18483

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>B6657109</u>	
Are you the original owner? ☒ YES ☐ NO			
Name: <u>Daniel Shaffer</u>		Date of Purchase: <u>1986</u>	
Address (no PO Boxes): <u>349 Munger Hollow Rd</u>			
City: <u>Cuba</u>	State: <u>NY</u>	Zip: <u>14727</u>	
Phone (Daytime): <u>(585) 968-0329</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>nyshaffer@yahoo.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>When the trigger is pulled quickly the gun didn't go off right away. Slow steady pull seemed to be ok. Had problems on about 3 separate hunts. Some with Rem & Fed ammo.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>30-06 Core-Lokt</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>165 grain PSP</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) <u>5+0.10 rounds</u>
How often do you clean the action? (Months or Number of rounds) <u>Same</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>Same</u>
Brand of lubricant used: <u>Hoppe's</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>Same</u>
How often do you lubricate the action? (Months or Number of rounds) <u>Same</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>Same</u>
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? _____
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.

REDACTED

e following guidelines:

A 10/12

:: 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.

