

Remington Arms Co., Inc.
Product Service
Legal Case #:5785

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
228697	4/13/2011	1/28/2011	4/14/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeff	Shannon	PO Box 6 9705 Lolo Creek Rd	Lolo	MT	59847		H 406-273-2008

Incident Information

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

1/28/11 Per call from Shannon, he has had his 700 fire on safe release on several occasions. It has the bolt lock.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6415868	LO	2/18/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT MONTDALE PA	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
Replace TPA under BLSM price of \$20 + S&H. Fit new bolt handle, clean, test fire at 1/2 normal cost	Repair/Replacement Cost	Repair/Replacement Date				

1/28/11 Mailing ARS.cm 4/21/11 Per Ilion, trig assm very dirty, sticky and rusty. Parts work sluggish. Replace TPA under BLSM price of \$20 + S&H. Fit new bolt handle, clean, test fire at 1/2 normal cost. Will fit a used stock in good condition when quote is accepted.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		4/14/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code		LO
	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	Abused; Not Functioning	SEPARATED FROM BODY
	Stop	Slightly Worn; Functioning	BINDS, 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; Not Functioning	
	Stock Condition	Worn; Functioning	MARS, SCRATCHES, DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY, RUSTY. PARTS WORK SLUGGISH
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington.

22"
LO 2/77
10/2

5785

January 28, 2011

Jeff Shannon
PO Box 6
Lolo, MT 59847

9705 LOLO CREEK RD
LOLO MT
59847

Subject: Case 5785, Model 700

Dear Mr. Shannon,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the 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,

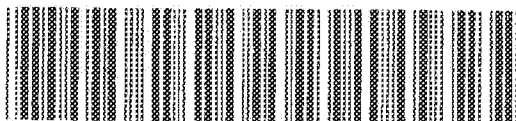
Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
APR 20 2011

BY:

A6415868

Model: 700



RE00228697

T.A. very dirty, sticky & rusty.
Parts work sluggish. Replace
TPA w/uden BLP Ron \$20.00.
Fit new bolt handle, clean
& test fire at 1/2 non mal cost.
will fit a used stk in good cond
when Quaker's Accepted.

Quote

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

PS 18508

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700	Serial Number: A6415868
Are you the original owner? ☒ YES ☐ NO	
Name: JEFF SHANNON	Date of Purchase:
Address (no PO Boxes): 9205 LOLO CREEK Rd	
City: LOLO	State: MT Zip: 59847-0006
Phone (Daytime): 406 370 4205	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) JEFF_SHANNON@BRESNAN.NET	
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: #1 BOLT HANDLE CAME OFF WHEN I OPENED? #2 GUN FIRES ON SAFTY - WHEN MOVE FROM SAFE TO FIRE SHE FIRES * IF YOU HAVE ANY FACTORY SECONDS STOCKS YOU WONT BE USING A NEW STOCK WOULD BE NICE	
Ammunition Information: Manufacturer: REMINGTON Type: CORE C & LT Other (i.e. bullet weight/type, shot size, powder): 165 GR	
Handload Information: Powder Used: Powder Weight: Case/Hull Used: Primer Used: Bullet Type/Shot Size: Reloader Used:	

(I HAVE OWNED THIS RIFLE SINCE 1976
KILLED 40 ELK & ??? DEER.)

THANK
YOU

700 Log Sheet - 2010 CNBC Story

Date: 1/28/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

____ Angry at Remington ____ Supportive of Remington
____ Angry at CNBC for airing ____ Supportive of CNBC

Nature/Purpose of Call:

____ Calling to offer support (pro-Remington)
____ Inquisitive about Remington position
____ Calling to provide broadcast feedback

Customer Owns a Model 700:

____ General concern of safety with personal model 700
____ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
____ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? YES NO

Consumer Name: Teff Shannon

Address: PO Box 6

Lolo MT 59847

Phone: 406-273-2008

Serial #: 700-223

Send an ARS label

Comments:

new
1988 purch.
occasionally has fired
safe rel. Has bolt lock.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/28/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Jeff Shannon PO Box 6 Lolo, MT 59847
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 JAN 31, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066021919
REF 1:JEFF SHANNON/CD/CM
REF 2:700

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 AS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 12.40 PUB+HANDLING 12.40



