

Remington Arms Co., Inc.
Product Service
Legal Case #:5548

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220047	1/21/2011	1/5/2011	1/24/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Don	Shaver	44558 NC 24-27-73 Hwy	Albermarle	NC	28001		C 704-438-0304 E dmsshaver@hotmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Concern:1008	Fired on Bolt Closing	Unknown	
C	FBC			

1/5/11: Customer called in & stated that when he was checking the gun - the firing pin would drop when closing the bolt. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/280 REM	n/a	A6763786	KV	5/1/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	MONROE HDWE MONROE NC		N			

CONCERN:FBC

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 - Quote to repair under BLM program

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	2/2/2011

1/5/11: Sending ARS, ltr, form, box. Box order# 1174540. df 2/2/11: Per Ilion - Could not duplicate concern. TA sticky from a dried & sticky lubrication residue causing parts to work sluggish. Replace TA, clean & test fire under BLM program - quote. Cust. apprvd. repair & pd. by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B TRAVIS
	Exam Date		1/24/2011
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 280 REM
	Date Code		KV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	SLUGGISH
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	BINDS
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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	SLUGGISH
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DRIED AND STICKY LUBE RESIDUE,PARTS WORK SLUGGISH
	Pull	---Select---	7#

	Altered	True	SET SCREWS HAD BEEN ALTERED
	Sub-Assembly	M/700 Bolt Lock	

COPY

2211
KV 5/7
7#

5548

January 5, 2011

Don Shaver
44558 NC 24-27-73 Hwy
Albermarle, NC 28001
Ph: 704-438-0304

Ref: # 5548

Dear Mr. Shaver,

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

RECEIVED
JAN 25 2011

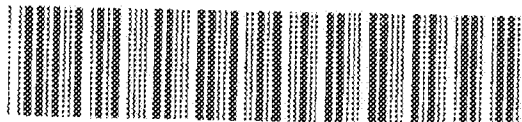
BY:.....

enclosure

Serial Number:

A6763786

Model: 700



RE00220047

could not duplicate concern
T.A. sticky from a dried
sticky lubrication residue
causing parts to work sluggish.
Replace TPA, clean & test fire
under BL for \$20.00 + ship

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>700</u>		Serial Number: <u>A6763786</u>	
Are you the original owner?: ☐ YES ☒ NO			
Name: <u>DONALD SHAVER</u>		Date of Purchase: <u>APPROX: 1981</u>	
Address (no PO Boxes): <u>44558 NC 24-27-73 HWY</u>			
City: <u>ALBEMARLE</u>	State: <u>NC</u>	Zip: <u>28001</u>	
Phone (Daytime): <u>704 438 0304</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>DEM SHAVER@HOTMAIL.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>OCT: 2010 CHECKING Gun For Hunting Season & couldn't put safety ON, noticed when closing bolt gun FIRED every time bolt is closed. Gunsmith told me to call yall. Internet Articles say trigger is not safe and people have been hurt. Only wanting gun to be safe with new corrected trigger or gun replaced. THANKS for your immediate Attention I have several Remington products and am well satisfied with your products.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u>PSP</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>140 GR</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)	20 rounds
How often do you clean the action? (Months or Number of rounds)	20 rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	Gunsmith cleaned last year
Brand of lubricant used:	NOT SURE (above)
How often do you lubricate the bore? (Months or Number of rounds)	20 Rounds
How often do you lubricate the action? (Months or Number of rounds)	20 Rounds
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Above
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?	
Has been been cleaned by gunsmith last year	
What were the services performed?	
TUCK APART AND cleaned and lubricated	
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler 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	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/5/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5548 rifle			

LABEL INFORMATION

MAIL LABEL TO: Don Shaver 44558 NC 24-27-73 Hwy Albermarle, NC 28001 Ph: 704-438-0304
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 JAN 5, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969068729932
REF 1: DON SHAVER/CD/DMF
REF 2: 5548/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DY 0.00 COD 0.00 SVC T/P USD
DC 0.00 DCD 0.00 RS 0.50
AM 0.00 PR 0.00 SD 0.00
TOT PUB CHG 8.78 PUB+HANDLING 8.78

