

Remington Arms Co., Inc.
Product Service
Legal Case #:5367

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217401	1/4/2011	12/8/2010	1/5/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Taylor	117 Village Creek Dr	Newport	AR	72112		Etmajet@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PJ				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired on safety release Concern:1007 Fired on Safe Release			
C				

12/8/10 Per email sent to Remington.com, incid # 101206-000048, "My Rem 700, in 300 WinMag fired when I switched the safety from "S" to "P". The muzzle was pointed in a safe direction, so a bruised thumb was the only damage. Could you advise me if this is affected by the recall, or if it is a freak accident? I had stored the rifle in a gunsafe for a week with a round in the chamber(3+1). When about to hunt, I started walking, holding at the fore stock and moved the safety with my right thumb, not touching the trigger or other parts, it fired."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/300 WIN MA	27535	E6447241	CS	4/17/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
6/24/2010	ZANDERS SPORTING GOODS * GLENN		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, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

12/8/10 Mailing ARS.cm 1/17/11 Per lion, could not duplicate concern. Trigger assm set screws altered. Replace TPA, clean, test fire at 1/2 normal cost.cm 1/18/11 Emailed inspection/quote to Taylor. Awaiting reply.cm 1/18/11 Owner called and approved through Consumer Dept.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/5/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		24" 300 WIN MAG
	Date Code		CS
	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	
	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---	.015
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	MIN TRIG RETURN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

Remington.

24"
CS 4/98
2.54
.015

5367

December 9, 2010

James Taylor
117 Village Creek Dr
Newport, AR 72112

Subject: #5367, Model 700

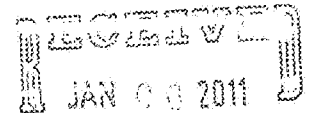
Dear Mr. Taylor,

Thank you for your patience. Enclosed is a 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

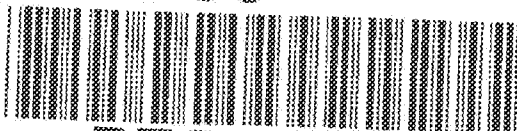


BY:.....

Serial Number:

E6447241

Model: 700



RE00217401

could not duplicate concern.
T.A. set screws altered
rephr TPA, clean + test fire
at 1/2 normal cost.

Quote

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

FSR
3/20/11

PS 18671

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

Model Number: 700 in 300win Mag		Serial Number: E6447241	
Are you the original owner? ☐ YES ☒ NO			
Name: James Taylor		Date of Purchase: 6-24-10	
Address (no PO Boxes): 117 Village Creek Dr			
City: Newport		State: AR	Zip: 72112
Phone (Daytime): 870-523-9900		Fax: 870-523-3090	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) tmajet@yahoo.com			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: When shifting safety from "S" to "F" gun discharged. Had been stored in vehicle & gunsafe for two weeks with a round in chamber. P.S. - 4H shooting instructor, very sure of details. Also, thanks to Remington for supporting 4H.			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Express, Core-Lokt	
Other (i.e. bullet weight/type, shot size, powder):		180-gr SP	
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hope's # 9
How often do you clean the bore? (Months or Number of rounds)	1-2 weeks after shooting
How often do you clean the action? (Months or Number of rounds)	Same
How often do you clean the trigger assembly? (Months or Number of rounds)	twice a year
Brand of lubricant used:	Remoil
How often do you lubricate the bore? (Months or Number of rounds)	never
How often do you lubricate the action? (Months or Number of rounds)	each time cleaned
How often do you lubricate the trigger assembly? (Months or Number of rounds)	6 months
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?	
Never	
What were the services performed?	
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.	

Reference #	101206-000048
Status	Waiting
Assigned To	Administrators
Christy -	
Product	History
SLA	Not specified
Queue	CSR
Date Created	12/06/2010 10:57 AM
Initial Response	12/07/2010 10:22 PM
Last Updated	12/08/2010 08:47 PM
Customer SmartSense	0 (on -3 to +3 scale)
Staff SmartSense	+1 (on -3 to +3 scale)

700 accidental discharge

Discussion Thread

Response (Christy -)

12/08/2010 08:47 PM

Mr. Taylor, I'll get the prepaid label in the mail for you. It will be pre-addressed and make it easier on you. Just peel and stick it to the box and take it to a UPS terminal or driver.

Customer (1 JET)

12/08/2010 10:57 AM

Chris,
My address is:

James Taylor
117 Village Creek Drv,
Newport, AR 72112

I am not concerned about shipping charges, if you want to supply the shipping info
Thanks for a prompt response.

JET

— On Tue, 12/7/10, Remington Information wrote:

From: Remington Information

Subject: 700 accidental discharge [Incident: 101206-000048]

To: tmajet@yahoo.com

Date: Tuesday, December 7, 2010, 9:22 PM

Response (Christy -)

12/07/2010 10:22 PM

Mr. Taylor, your rifle has not been recalled. I can send you a prepaid shipping label to cover shipment to our factory for inspection of the problem you had with the Model 700. We will contact you after inspection regarding the results.

If you would like me to send the label, forward the mailing address.

Sincerely,
Christy Mitchell

Customer (1 JET)

12/06/2010 10:57 AM

My Rem 700, in 300 WinMag fired when I switched the safety from "S" to "F".

The muzzle was pointed in a safe direction, so a bruised thumb was the only damage. Could you advise me if this is affected by the recall, or if it is a freak accident?

E6447241

I had stored the rifle in a gunsafe for a week with a round in the chamber(3+1). When about to hunt, I started walking, holding at the fore stock and moved the safety with my right thumb, not touching the trigger or other parts, it fired.

Thanks.

James Taylor

Primary Contact

First Name: 1

Last Name: JET

Organization:

Login: tmajet@yahoo.com

Title:

Contact Type:

Email: tmajet@yahoo.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

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	8-Dec	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	James Taylor 117 Village Creek Drv, Newport, AR 72112
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 DEC 9, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969006582388
REF 1: JAMES TAYLOR/CD/CM
REF 2: 700
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
RH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 9.45 PUB+HANDLING 9.45

