

Remington Arms Co., Inc.
Product Service
Legal Case #:6005

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
227138	3/29/2011	3/16/2011	3/30/2011	3/14/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	The Outdoorsman of Santa Fe	----	The Outdoorsman	530 N. Guadalupe St.	Santa Fe	NM	87501		W 505-983-3432

Incident Information

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

3/16/11: Dealer called in. She stated a consumer brought a gun into them today & said it had a FSR 2 days ago. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6221918	LI	2/6/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	WESTERN HOEGEE GLENDALE CALIF	SCOPE,RINGS,TWO PIECE BASE	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 Ilion - Quote to repair under BLM

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	4/5/2011

3/16/11: Sending ARS, letter, form. df 4/5/11: Per Ilion - Trigger not returning properly. TA dirty, sticky, rusty & set screws altered. Replace TA, clean & test fire under BLM - quote. I spoke to Travis @ store. He apprvd quote & said to ship it back COD. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		3/30/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE

Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code		LI
	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	
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	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	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,RUSTY TRIG BINDING
	Pull	---Select---	5.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE,RINGS,TWO PIECE BASE

6005

March 16, 2011

The Outdoorsman of Santa Fe
530 N. Guadalupe St.
Santa Fe, NM 87501
Ph: 505-983-3432

Ref: # 6005, M/700, Serial # A6221918

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

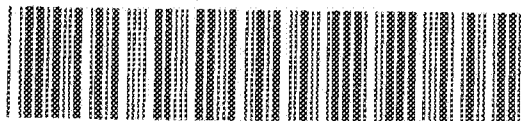
RECEIVED
MAR 21 2011

BY:

enclosure

A6221918

Model: 700



RE00227138

Trig. Not returning properly
T.A. dirty, sticky, rusty + set screws
altered. Replace TPA, clean + test
fire under BCP for \$20.00 +
ship.

Quote

THE OUTDOORSMAN OF SANTA FE

530 N. GUADALUPE STREET
SANTA FE, NM 87501
(505) 983-3432

NOTE: ALL RETURNS SUBJECT TO 10% RESTOCKING FEE

Customer's Order No.		Date <u>3/16</u> 20 <u>11</u>	
Name <u>Remington</u>			
Address _____			
SOLD BY	CASH	C.O.D.	CHARGE
ON ACCT.	MOSE	PAID OUT	
	RETD.		
QUAN.	DESCRIPTION	PRICE	AMOUNT
	Remington 700	30.06	
	S# A6221918	(1976)	
* Check trigger & Safety			
Customer had accidental discharge upon disengaging the safety			
The safety is/was difficult to move			
Please Repair & Return to!			
SALES TAX			
TOTAL			

All claims and returned goods MUST be accompanied by this bill.

REC'D BY _____

Julie



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	3/16/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6005 rifle			

LABEL INFORMATION

MAIL LABEL TO: The Outdoorsman of Santa Fe 530 N. Guadalupe St. Santa Fe, NM 87501 Ph: 505-983-3432
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 MAR 16, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066991229
REF 1: THE OUTDOORSMAN/SUP/DELL
REF 2: REF# 6005 RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS 0.50	
DC 0.00	DD 0.00	SD 0.00	
AM 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 11.33	PUB+HANDLING		11.33



