

Remington Arms Co., Inc.
Product Service
Legal Case #.5833

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
223538	2/17/2011	2/7/2011	2/18/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Tice	2257 Sparrow Ridge Dr.	Marietta	GA	30066		C 770-865-1203 F 770-627-4476 E jrtice2001@yahoo.com

Incident Information

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

2/7/11: Customer called in. He stated that he saw a TV show about our rifles & he stated he experienced a FSR years ago @ the gun range. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6640609	PX	6/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner			
	FOLSOM CORP YONKERS N Y		N			

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 program						

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	2/24/2011

2/7/11: Sending ARS, letter, form, box. Box order# 1185784. df 2/24/11: Per Ilion - Could not duplicate concern. TA dirty & sticky, set screws altered. Replace TA, clean & test fire under BLM program. I called & left msg for cust. to call. df 2/25/11: Customer called & apprvd quote & pd by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		PX
	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; 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--	100%
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY
	Pull	--Select--	5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

[COPY]

2211
P46/73
54
1008

5833

February 7, 2011

Charles Tice
2257 Sparrow Ridge Dr.
Marietta, GA 30066
Ph: 770-865-1203

Ref: # 5833

Dear Mr. Tice,

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

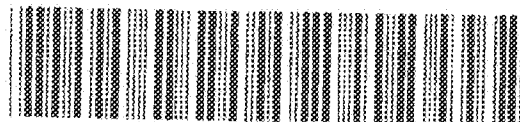
RECEIVED
FEB 20 2011

enclosure

BY:

6640609

Model: 700



RE00223538

could not duplicate concern.
T. A. dirty + sticky, set screws
altered. Rephone TPA, clean +
test fire under BLP 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

PS 18754

Print

Reset

Model Number: 700		Serial Number: 6640609	
Are you the original owner?: ☐ YES ☒ NO			
Name: CHARLES J. TICE		Date of Purchase: UNKNOWN - IT WAS FATHERS	
Address (no PO Boxes): 2257 SPARROW RIDGE DR.			
City: MARLIETTA		State: GA	Zip: 30066
Phone (Daytime): 770 865-1203		Fax: 770 627 4476	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent). JRTICE2001@YAHOO.COM			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: A FEW YEARS AGO THE SAFE FIRE WHEN I FLIPPED THE SAFETY TO THE FIRING POSITION. THEN WHEN I HEARD ABOUT THE PROBLEM ON THE NEWS I THOUGHT THAT IT BE BEST TO HAVE THE GUN CHECKED OUT. PLEASE CONTACT ME BEFORE SENDING THE GUN BACK I WOULD LIKE TO KNOW WHAT IT WOULD BE FOR YOU TO REPLACE BOTH PLATE WITH A BETTER SPRING ONE 500 characters left			
Ammunition Information:			
Manufacturer: REMINGTON/BERNARDI		Type: 66000150/165 SST	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication): HOPPS & REMOIL			

Brand of cleaning solution used: <u>Cris Bore Cleaner</u>
How often do you clean the bore? (Months or Number of rounds) <u>EVERY TIME I SHOT</u>
How often do you clean the action? (Months or Number of rounds) <u>EVERY TIME I SHOT</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>A COUPLE OF TIMES PER YEAR OR USE TRIGGER CLEANER</u>
Brand of lubricant used: <u>Hopas - Remcoil</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>EVERY TIME I SHOT</u>
How often do you lubricate the action? (Months or Number of rounds) <u>EVERY TIME I SHOT</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>JUST BEFORE SETTING</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? <u>WHERE I SHOT I AM AWARE OF</u>
What were the services performed? <u></u>
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.

Charge repairs will be processed using the following guidelines:

:: 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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/7/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
☐ PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5833 rifle			

LABEL INFORMATION

MAIL LABEL TO: Charles Tice 2257 Sparrow Ridge Dr. Marietta, GA 30066 Ph: 770-865-1203
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 FEB 7, 2011 ALL CURR USD 1 OF 1
SVC GNOCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066509250
REF 1: CHARLES TICE/CD/DMF
REF 2: 5833/RIFLE
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 RS 0.00
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 9.36 PUB+HANDLING SP 0.00
9.36



