

Remington Arms Co., Inc.
Product Service
Legal Case #:5608

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221008	1/28/2011	1/11/2011	1/31/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Steve	Wagner	20258 Husker Dr. 9603 Fairby Dr.	Grema	NE	68028		C 402-960-6163 E steve@wagnerauto.omhcoamail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1028	Fired With Safe ON		Unknown
C	Fired with Safe on			

Customer called in. He stated that his son was holding rifle & it was on Safe and went off by itself. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25771	B6584208	KE	5/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART ENTERPRISES LAWRENCE KS	SCOPE BASE	Y			

CONCERN:FSO

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 - Repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$62.40	2/15/2011				

1/11/11: Sending ARS, letter, form, box. Box order# 1176484. df 2/15/11: Per Ilion - Could not duplicate concern. TA dirty & is hard off safety. Replace TA, clean & test fire at n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/31/2011
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		KE
	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	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 SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY AND HARD OFF SAFETY
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE



Complete Automotive & Light Truck Repair
Major to Minor Repairs • Expert Service • Towing

WAGNER AUTO SERVICE & SPEEDEE LUBE

5608

STEVE WAGNER
*Owner CELL: 402-960-6163

20258 Husker Drive
Gretna, NE 68028
332-5570

January 11, 2011

22
12/5/84
S.D.
.013

Steve Wagner
20258 Husker Dr.
Gretna, NE 68028
Ph: 402-960-6163

Ref: # 5608

Dear Mr. Wagner,

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.

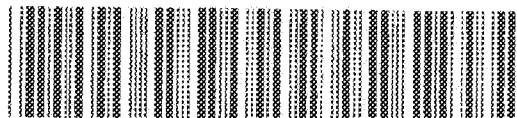
Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Serial Number:

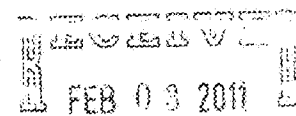
B6584208

Model: 700



RE00221008

could not duplicate concern.
T.A. dirty + is hard off safety.
replace T&A, clean + test fire
At H/L #230145



Print

Reset

Model Number: <u>700</u>		Serial Number: <u>B6584208</u>	
Are you the original owner?: ☒ YES ☐ NO			
Name: <u>STEPHEN WAGNER</u>		Date of Purchase: <u>1980's ??</u>	
Address (no PO Boxes): <u>9603 FAIRBY DRIVE</u>			
City: <u>GRETNA</u>		State: <u>NE</u>	Zip: <u>68028</u>
Phone (Daytime): <u>402-960-6163</u>		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Steve@wagnerAuto.comhcomail.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>The Gun fired while in SAFETY lock with my 13 year old son holding it. His hand was not near the trigger while he was holding it. I was right next to him when it happened.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>WINCHESTER</u>		Type: <u>Ballistic Tip Noggler</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>140 Grain</u>			
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:	
How often do you clean the bore? (Months or Number of rounds)	After every time used
How often do you clean the action? (Months or Number of rounds)	After every time used
How often do you clean the trigger assembly? (Months or Number of rounds)	After every time used
Brand of lubricant used:	OUTERS & REMINGTON
How often do you lubricate the bore? (Months or Number of rounds)	After every time used & when gonna store
How often do you lubricate the action? (Months or Number of rounds)	After every time used & when gonna store
How often do you lubricate the trigger assembly? (Months or Number of rounds)	After every time used & when gonna store
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? 2 years ago	
What were the services performed? They put a new spring in the magazine.	
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:	1/11/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5608 rifle			

LABEL INFORMATION

MAIL LABEL TO: Steve Wagner 20258 Husker Dr. Gretna, NE 68028 Ph: 402-960-6163
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX555 JAN 12, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5555555066543
REF 1: STEVE WAGNER/CO/DMF
REF 2: 5608/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC 1/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DCD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 10.00 PUB+HANDLING 10.00

