

Remington Arms Co., Inc.
Product Service
Legal Case #:6003

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
228499	4/11/2011	3/16/2011	4/19/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Woodsbay Gunsmithing	---	Woodsbay Gunsmi	13390 Montana Hwy 35	Big Fork	MT	59911		W 406-837-1101 C 406-250-8038 E dmajerus@centurytel.net

Incident Information

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

3/16/11: Dealer called in. He stated a customer brought his rifle in & stated it fired on safe release & shot a hole in his truck. Dealer did not have a date of occurrence or what the consumer wants us to do. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/22-250 REM	n/a	6419678	CW 4/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner		
	DAYTON GUN HDQTRS DAYTON OHIO	TWO PIECE BASE,STK. BOOT	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
Repair @ n/c under BLM - goodwill gesture	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.40	4/19/2011				

3/16/11: Sending ARS, letter, form. df 4/15/11: Per Ilion - Could not duplicate concern, some dirt in trigger. I called customer & left him a voice msg to call me. I am willing to replace TA, clean & test fire @ n/c under BLM @ n/c but will not pay for truck repair. df 4/19/11: Per agreement w/dealer - we will replace TA, clean & test fire @ n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		4/12/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 22-250 REM
	Date Code		CW
	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	FINISH WEAR
	Stock Condition	Slightly Worn; Functioning	MARS, SCRATCHES
	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---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	SOME DIRT
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE, STK. BOOT

X

6003

24"
CW4h
4#
1009

copy

March 16, 2011

Woodsbay Gunsmithing
13390 Montana Hwy 35
Big Fork, MT 59911
Ph: 406-837-1101

Ref: # 6003, M/700, Serial # 6419678

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.

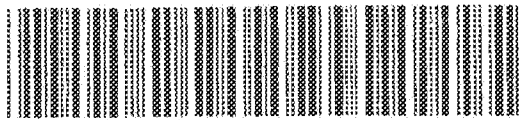
Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

RECEIVED
APR 15 2011

BY: _____

6419678

Model: 700



RE00228499

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>6419678</u>	
Are you the original owner?: ☐ YES ☒ NO			
Name: <u>Woodsbay Gunsmithing</u>		Date of Purchase: <u> </u>	
Address (no PO Boxes): <u>13390 MT. Hwy 35</u>			
City: <u>Bigfork</u>		State: <u>MT</u>	Zip: <u>59911</u>
Phone (Daytime): <u>406-837-1101</u>		Fax <u>406-250-8038</u> Cell	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>dmajecus@centurytel.net</u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>customer shot is truck while taking</u> <u>safety off, with live round in chamber</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u> </u>		Type: <u> </u>	
Other (i.e. bullet weight/type, shot size, powder): <u> </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) _____
How often do you clean the action? (Months or Number of rounds) _____
How often do you clean the trigger assembly? (Months or Number of rounds) _____
Brand of lubricant used: _____
How often do you lubricate the bore? (Months or Number of rounds) _____
How often do you lubricate the action? (Months or Number of rounds) _____
How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
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? _____
What were the services performed? _____
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illon, 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:	3/16/2011	REQUESTED BY:	Deil
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 6003 rifle			

LABEL INFORMATION

MAIL LABEL TO: Woodsbay Gunsmithing 13390 Montana Hwy 35 Big Fork, MT 59911 Ph: 406-837-1101
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 SNOCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065721172
REF 1: WOODSBAY GUNSMITHING/SWP/DEIL
REF 2: REF# 6003 RIFLE

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD	
DV 0.00	COO 0.00	RS 0.50	
DC 0.00	DGD 0.00	SD 0.00	
PH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 12.51	PUB-HANDLING	12.51	



