

Remington Arms Co., Inc.

Product Service

Legal Case #:5611

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220353	1/24/2011	1/11/2011	1/25/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Brian	Young	45874 234th St	Wentworth	SD	57075		H 605-270-6000 E tschanbacher@gmail.com

Incident Information

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

1/11/11 Per email sent to Remington.com, incid # 101218-00038, "I love the remington 700 and have owned 3 in my life including the 700BOL 22-250 that my Dad gave me for my 16th birthday. I took my nephew out the other day and was doing a mentored deer hunt with him. As he was sighting in a doe I told him to switch the safety from safe to fire. I watched him the whole time and he did not have his finger in the trigger area. When he switched the safety it fired. This has never happened."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	n/a	6832640	LZ	1/1/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	HERTER S OLYMPIA WASHINGTON	TWO PIECE BASE	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, replace TPA, clean, test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	43.92	1/30/2011				

1/11/11 Mailing ARS.cm 1/30/11 Per Ilion, could not duplicate concern. Trigger assm dirty and set screws aligned. Trigger no returning properly. Replace TPA, clean, test fire at BLSM program price. Emailed inspect/quote to Young.cm

1/31 He approved through phone call to Cons. Dept.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/25/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 22-250 REM
	Date Code		LZ
	Bore Plugged	False	
	Bulged	False	

	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	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---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, MIN TRIG RETURN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

24"
L2 2/7
2.5#
100?

5611

January 11, 2011

Brian Young
45874 234th St
Wentworth, SD 57075

Subject: #5611, Model 700

Dear Mr. Young,

Thank you for your patience. Enclosed is the 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 boxes 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

20.40

27

35
11.12
82.40

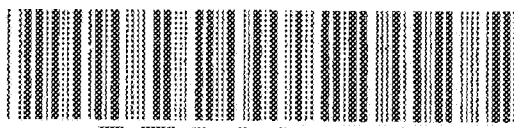
38.48
43.92

could not duplicate concern.
T.A. Dirty + set screws altered
TRAC, not returning properly,
replace TPA, clean + test fire
under BLP Ren \$ 20.00 + ship

Quote

Serial Number: 6832640

Model: 700



RE00220353

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

JAN 27 2011

BY:

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

Model Number: 700 BDL		Serial Number: 6832640	
Are you the original owner? ☐ YES ☒ NO			
Name: Brian Young		Date of Purchase: 07-1982	
Address (no PO Boxes): 45874 234th St			
City: Wentworth		State: SD	Zip: 5703
Phone (Daytime): 605-270-6000		Fax: 706-422-7101	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) bdyoung@sdu.com			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: I was mentoring a youth the other day on a deer hunt. We had a shell in the chamber and the safety on. He had a doe in the scope, I had him reach up to switch the safety to off and the gun went off. Please help as I got this for my birthday and would like to keep. Brian			
Ammunition Information:			
Manufacturer:		Type:	
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):	
Brand of cleaning solution used:	Hoppe's
How often do you clean the bore? (Months or Number of rounds)	Once a year after hunting season
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)	Same
Brand of lubricant used:	Hoppe's
How often do you lubricate the bore? (Months or Number of rounds)	Same
How often do you lubricate the action? (Months or Number of rounds)	Same
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Same
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 #
101218-000038

Status
Waiting

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

Date Created
12/18/2010 12:11 PM

Initial Response
01/11/2011 02:28 PM

Last Updated
01/11/2011 02:28 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

A form was submitted on REMINGTON - PROD.

Discussion Thread

Response (Christy -)

01/11/2011 02:28 PM

Mr. Young, I apologize for the long delay in responding. I can send you a prepaid shipping label to cover shipment to our factory. Please forward the address I can mail the label to if different from the following and the serial number of the rifle. After inspection we would contact you or send you information regarding the findings and resolution.

Customer (Terry Schanbacher)

12/18/2010 12:11 PM

Hello,

A form was submitted on the site. Please see submitted information below:

Form Title: Contact Us

First Name: Brian

Last Name: Young

Email: bdyoung@svtv.com

Address 1: 45874 234th st

Address 2:

Telephone: 6052706000

City: Wentworth

State: sd

Zip Code: 57075

Country: usa

Comments:

I love the remington 700 and have owned 3 in my life including the 700BDL 22-250 that my Dad gave me for my 16th birthday. I took my nephew out the other day and was doing a mentored deer hunt with him. As he was sighting in a doe I told him to switch the safety from safe to fire. I watched him the whole time and he did not have his finger in the trigger area. When he switched the safety it fired. This has never happened. Is there anyway to have this fixed.

Primary Contact

First Name: Terry

Last Name: Schanbacher

Organization:

Login: 9KrF4VY9135Vc

Title:

Contact Type:

Email: tschanbacher@gmail.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



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:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA	xx		
COORDINATOR			
TO MAIL	I WILL MAIL		
DESCRIPTION:	700		

LABEL INFORMATION

MAIL LABEL TO:	Brian Young 45874 234th St Wentworth, SD 57075
RETURN ITEM TO:	Rem Product Service

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

4XX596 JAN 12, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067631553
REF 1: BRIAN YOUNG/CD/CM
REF 2: 700

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COB 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.00	PUB+HANDLING	10.00

Mitchell, Christy

From: Brian & Dodi Young [bdyoung@svtv.com]
Sent: Friday, January 14, 2011 9:57 AM
To: Mitchell, Christy
Subject: Re: Remington Model 700

My address is Brian Young, 458742 234th st Wentworth SD 57075. Serial #6832640. Thanks
On Jan 11, 2011, at 3:18 PM, Mitchell, Christy wrote:

Mr. Young, I apologize for the long delay in responding. I can send you a prepaid shipping label to cover shipment to our factory. Please forward the address I can mail the label to if different from the following and the serial number of the rifle. After inspection we would contact you or send you information regarding the findings and resolution.

Christy Mitchell

Consumer Affairs Administrator/Field Armorer's School Administrator
PO Box 700
870 Remington Dr.
Madison, NC 27025-0700
Phone: 336.548.8684
Fax: 336.548.7872 or 336-548-7784

Freedom Group Family of Companies

Remington, Bushmaster Firearms, DPMS / Panther Arms, Marlin, H&R,
NEF, Dakota Arms, Parker Gun, L.C. Smith, EOTAC, Advanced
Armament Corp., Barnes Bullets, INTC

Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system. Thank you.



