

Remington Arms Co., Inc.
Product Service
Legal Case #:5834

Case Information

RE#	Date Opened	Date Opened(FS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225527	3/11/2011	2/7/2011	3/14/2011	2/4/2011			X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Larry	Sawyers	22688 State Rt 7 South	Crown City	OH	45623		H 740-256-1080

Incident Information

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

2/7/11: Customer called in. He stated he was using rifle in 2/4/11 and had a FSR. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	XR 100/223 REM	25841	7815407	WZ	9/23/2005 11:27:49 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
2/24/2006	BANGERS LP		Y			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/XR 100/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair @ n/c - goodwill gesture	Repair/Replacement Cost	Repair/Replacement Date				
	\$65.05	3/16/2011				

2/7/11: Sending ARS, letter, form, box. Box order# 1185794. df 3/16/11: Per Ilion - Could not duplicate concern. As a goodwill gesture & to restore confidence in rifle, will replace TA, clean & test fire @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/14/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	

Barrel	Description		26" 223 REM HB
	Date Code		WZ
	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	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.016
	Notch	Slightly Worn; Functioning	DIRTY
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	3#
	Altered	False	40X TPA
	Sub-Assembly	M/700 Non-Bolt Lock	

26"
WZ8/0:
3#
10/6

COPI

5834

February 7, 2011

Larry Sawyers
22688 State Rt 7 South
Crown City, OH 45623
Ph: 740-256-1080

Ref: #5834

Dear Mr. Sawyers,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

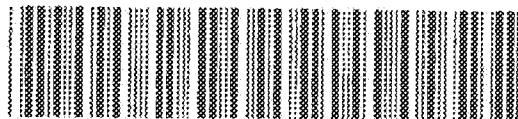
Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting 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 15 2011

7815407
Model: XR100



RE00225527

BY: _____
could not duplicate concern.
As a good-will gesture + to
restore confidence in rifle,
will replace TPA, clean + rest
fire at N/c

#260924

Print

Reset

Model <u>2A/223</u>		Serial	
Number: <u>XR100 RANGERMASTER</u>		Number: <u>7815407</u>	
Are you the original owner? ☒ YES ☐ NO			
Name: <u>LARRY L. SAWYERS</u>		Date of Purchase: <u>2/24/2006</u>	
Address (no PO Boxes): <u>22688 STATE ROUTE 7 SOUTH</u>			
City: <u>CROWN CITY</u>		State: <u>OHIO</u>	Zip: <u>45623</u>
Phone (Daytime): <u>740 256 1080</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u></u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>After firing my rifle I put the rifle on safety and proceeded to reload. When I was ready to fire my rifle again I put the safety from safe to fire when doing so the gun fired without pulling the trigger. This has happened previously, but February 7, 2011 was the last time it happened.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>American Eagle</u>		Type: <u>FMS CM 223</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>55 grain FMS</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)	After each Firing usually
How often do you clean the action? (Months or Number of rounds)	Have not cleaned
How often do you clean the trigger assembly? (Months or Number of rounds)	Have Not cleaned
Brand of lubricant used:	Remington
How often do you lubricate the bore? (Months or Number of rounds)	AFTER Firing usually
How often do you lubricate the action? (Months or Number of rounds)	Not Very often
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Not Very often
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? So far Not At All	
What were the services performed? N/A	
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, 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.

Incident:

We were shooting at
the St. Pleasant Gun Club.
I was shooting my 223 Rem.
XR100. The gun was put on
safety after firing and the gun
reloaded. When the gun was
changed from safe to fire
the gun discharged without
pulling the trigger.

Gun information

model XR100 Rangemaster
bolt action single shot target
rifle. The rifle has a 26" barrel
in caliber 223 Remington.
It has a black laminated
thumb hole stock.

serial # 7816407

order # 25841

Billing Purposes:

Please use my Visa

Card # REDACTED

5524

Expiration 12/12

Go ahead and do the billing
and return my rifle as
soon as possible

Larry J. Jorgensen



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 # 5834 rifle			

LABEL INFORMATION

MAIL LABEL TO: Larry Sawyers 22688 State Rt 7 South Crown City, OH 45623 Ph: 740-256-1080
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX586 FEB 7, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065518084
REF 1:LARRY SAWYERS/CD/DMF
REF 2:5834/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHGS: SVC T/P USD
DV 0.00 CDD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.80 PUB+HANDLING 8.80

Remington

Factory Repair Instructions

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

Model Number: 700 ADL .223	Serial Number: G6863006
Are you the original owner? ☒ YES ☐ NO	
Name: Salam F. Sayhood	Date of Purchase: 11/7/2010
Address (no PO Boxes): 6306 WOOLWICH Drive	
City: Arlington	State: TX Zip: 76001
Phone (Daytime): 817 466 3200	Fax: /
E-mail Address: salam.sayhood@hotmail.com	
☒ I would like to receive future e-mail updates from Remington.	
Please describe your problem: The first time I took this gun to the shooting range, after a few shots, while I was chambering the next bullet as I closed the bolt the gun fired by it self and my hand was no where near the trigger. It did not do it after that. I thought this was just one time deal and never happen again, but a week later I took it hunting and it happened again. I feel that this gun is defective and I would like to have new one.	
Ammunition Information:	
Manufacturer: Remington	Type: .223
Other (i.e. bullet weight/type, shot size, powder):	
.223 Remington, Remington Premier Accutip, 55 Grain	
Handload Information: I do not use Handload.	
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: Remington	
How often do you clean the bore? (Months or Number of rounds) after each use.	
How often do you clean the action? (Months or Number of rounds) after each use	
How often do you clean the trigger assembly? (Months or Number of rounds) after each use.	
Brand of lubricant used: Remington Rem Oil with teflon Lubricant.	

26"
1205/06
4.52
.012

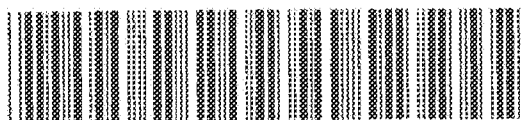
127

How often do you lubricate the bore? (Months or Number of rounds)	after each use
How often do you lubricate the action? (Months or Number of rounds)	after each use
How often do you lubricate the trigger assembly? (Months or Number of rounds)	after each use
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
☒ YES ☐ NO	
Comments:	
I have other Remington guns that I really like and they are safe.	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?	
New gun I used it Twice ONLY	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357	

Serial
Number

G6863006

Model: 700



RE00216411

YOUR FIREARM OR IN THE SAME BOX WITH THE
IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE
ME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

ing it.
mage in shipping and handling. Preferably,
a returned.)
ss or damage
e the box. Shipments without a proper
st, Remington is not responsible for
urchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

1: 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)

2: 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.

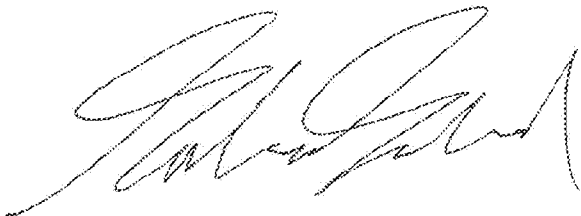
To Whom It May Concern:

I recently purchased this Remington Model 700 ADL .223 the Serial number is G6863006 from Dicks Sporting Goods on November the 7th 2010. The first time I took it to the shooting range, after a few shots, while I was chambering the next bullet as I closed the bolt the gun fired by it self and my hand was no where near the trigger. It did not do it after that. I thought this was just one time deal and would never happen again, but a week later I took it hunting and it happened again. I feel that this gun is defective and it is very unsafe. I have other Remington guns that I really like and I have never had any problems with. I would like to have a new gun that is safe and inspected by Remington as a replacement for this unsafe one.

Sincerely,

Salam Sayhood
6306 Woolwich Drive
Arlington, TX 76001

Note: I want a new gun. I spent about \$50 Ammo to set the scope on this gun + travilled about 20 miles for Returning this gun to UPS store. I want to be complsated for all of these expences by Remington-



Reference #
101217-000081
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Data Created
12/17/2010 05:57 PM
Initial Response
12/29/2010 10:44 AM
Last Updated
12/29/2010 12:01 PM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

Warranty Problem

Discussion Thread

Customer (salam sayhood)

12/29/2010 12:01 PM

You should read my Question dated 12/17/2010: I did provide the serial number of the firearm, caliber, your mailing address and phone number on my .

Note: I did send the firearm to Remington last week.

Regards

Response (Dell -)

12/29/2010 10:44 AM

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, and when this occurred.

Sincerely,

Dell

Customer (salam sayhood)

12/17/2010 05:57 PM

To Whom It May Concern:

I recently purchased this Remington Model 700 ADL .223 the Serial number is G6863006 from Dicks Sporting Goods on November the 7th 2010. The first time I took it to the shooting range, after a few shots, while I was chambering the next bullet as I closed the bolt the gun fired by it self and my hand was no where near the trigger. It did not do it after that. I thought this was just one time deal and would never happen again, but a week later I took it hunting and it happened again. I feel that this gun is defective and it is very unsafe. I have other Remington guns that I really like and I have never had any problems with. I would like to have a new gun that is safe and inspected by Remington as a replacement for this unsafe one. I called Remington warranty about two weeks ago and they are suppose to send me a box to ship this gun with but I have not received it yet.

Sincerely,

Salam Sayhood

6306 Woolwich Drive

Arlington, TX 76001

Primary Contact

First Name: salam

Last Name: sayhood

Organization:

Login: salamsayhood@hotmail.com

Title:

Contact Type:

Email: salamsayhood@hotmail.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



