

Remington Arms Co., Inc.
Product Service
Legal Case #:5985

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
226724	3/24/2011	3/9/2011	3/25/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Bess	1014 Fishburn Dr	Righam City	UT	84302		C 435-225-2439

Incident Information

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

3/9/11 Per Bess, since he has had this 700 it will fire when the safety is removed. He tried backing off the trigger pull to see if that would solve the problem but it did not. He says he rides with it on his bike so it gets jiggled around alot.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	27140	S6687582	KD	5/14/2009 7:48:40 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SMITH & EDWARDS CO		Y			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace TPA, clean and test fire at no charge under warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	52.75	3/31/2011				

3/9/11 Mailing ARS.cm 3/31/11 Per Ilion, could not duplicate concern. Trigger assm dirty. To restore confidence in rifle, replace TPA, clean and test fire at no charge under warranty.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/25/2011
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 300 RUM SS
	Date Code		KD
	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		XMP SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

26"
K A 5/09
Y#
.012

5915

March 9, 2011

[Handwritten signature]

Michael Bess
1014 Fishburn Dr.
B Righam City, UT 84302

Subject: #5985, Model 700

Dear Mr. Bess,

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

RECEIVED
MAR 31 2011

BY: _____

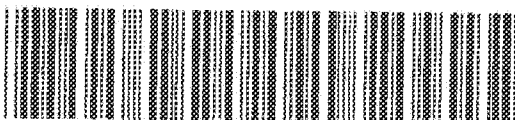
*could not duplicate concern.
T.A. dirty. To restore confidence
in rifle, replace TPA, clean &
rest line at N/C*

warranty

*25.75
12.
15.
52.75*

\$6687582

Model: 700



RE00226724

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

Model Number:	700	Serial Number:	56687582
Are you the original owner? ☒ YES ☐ NO			
Name: Michael Bess		Date of Purchase: 2010	
Address (no PO Boxes): 1014 Fishbar Dr			
City: Brigham		State: Utah	Zip: 84302
Phone: 435-723-5204		Fax: *	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) # MJBESS-1@Comcast.Net			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: The gun fires when I take the safety off with out my finger any where near the trigger. this has happened 2 times causing danger and a loss of two nice Bull Elk			
500 characters left			
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):	Remington Oil
Brand of cleaning solution used:	Rem oil
How often do you clean the bore? (Months or Number of rounds)	After use
How often do you clean the action? (Months or Number of rounds)	I have only shot 30 Round through gun
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)	After use
How often do you lubricate the action? (Months or Number of rounds)	After & Before use
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Have not
Have you reviewed the cleaning and maintenance recommendations on our web site?	Yes ☒ NO ☐
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	Hasn't Been
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffer 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.	

Mike Bess
1014 Fishburn Dr
Brigham city utah
84302

435-225-2436
435-723-5204

Case #	5985	Date of Call	3/9/11	Date of Incident		Pre-Lit		Lit		Obs	
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Reporter name		Incident Name/Age	Michael Bess 1014 Fishburn Dr Riverton City UT 84302 C-435-225-2439
address		address	
contact #'s		contact #'s	
email		email	

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
766	S6687582	300um		Y	about year			

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes:	Took off safe & it fires No adjust Backed trigger pull off to see if that would solve the problem. Happened since he had it - Put on bike & ride it around & it jiggled it around
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Customer's Request	
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My actions/offers	
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Dodson, Cathy

From: Mitchell, Christy
Sent: Wednesday, March 09, 2011 4:45 PM
To: Isley, Derrick; Dodson, Cathy
Subject: Bess

Derrick, when I use the forms found in Outlook and try to send them I get the following. Is there an easy fix for it?

Microsoft Office Excel - Untitled.xls (Compatibility Mode)

Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Conditional Formatting Styles

ARS LABEL REQUEST FORM

10	DATE:	3/9/2011	REQUESTED BY:	christy
11	QUANTITY:	1	WEIGHT PER PACKAGE:	10
12	PLEASE CHECK ONE			
13	MEDIA			
14	COORDINATOR			
15	TO MAIL I WILL MAIL			
16	DESCRIPTION:			
17		700		
18		S6687582		

Microsoft Office Excel

Mail system failure. Check your mail installation.

OK

LABEL INFORMATION

24	MAIL LABEL TO:	Michael Bess
25		1014 Fishburn Dr
26		Righam City, UT 84302
27		
28		
29		
30	RETURN ITEM TO:	Rem Prod Service

4XXB96 MAR 10, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5869865943129
REF 1:MICHAEL BESS/CO/CM
REF 2:700/S6687582

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:

DV 0.00	COO 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 12.46	PUB+HANDLING 12.46	

Sheet1

Ready

