

Remington Arms Co., Inc.
Product Service
Legal Case #:5285

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219235	1/17/2011	12/2/2010	1/18/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		William	Field	5000 Sunbrook Way	Acworth	GA	30101		H 770-286-4617 W 404-516-0273

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			
S	Fired when put on safe Concern:1040 Other - Firearms		Unknown	
C				

12/2/10 Per call from Field, he has a Model 700 that fired when he was putting it on safe.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	85374	G6736940	AC	3/12/2008 8:20:46 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
11/1/2009	WAL-MART SUPERCENTER 0494	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, check over, clean, test fire at no charge under warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	27.44	1/30/2011				

12/2/10 Mailing box and ARS.cm 1/30/11 Per Ilion, could not duplicate concern. Trigger assm functions as designed. Check over completely, clean, test fire at no charge under warranty.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 3006 SPR
	Date Code		AC
	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	SLUGGISH
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	METAL HAS SURFACE RUST
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		XMP SAFETY
	Function	Like new; Functioning	
Safety	Sub-Assembly	Non-ISS	
	Lift	---Select---	LOI1
	Notch	Like new; Functioning	
Sear	Tests	Test Fired	False
		False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE

24"
AL3/08
4#
.011

5285

December 2, 2010

William Field
5000 Sunbrook Way
Acworth, GA 30101

Subject: #5285, Model 700

Dear Mr. Field,

Enclosed is an UPS ground prepaid shipping label for 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 box 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.

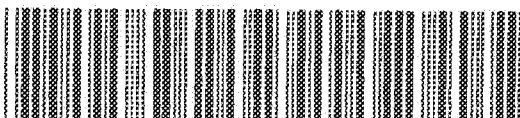
Sincerely,

27.44

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

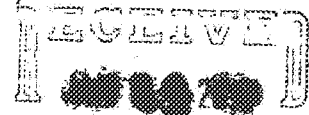
enclosure

Serial Number: **G6736940**
Model: **700**



RE00219235

could not duplicate CONCERN
T.A. FUNCTIONS AS DESIGNED
check over completely, clean
+ test fire at N/C
WARRANTY



BY:.....

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

Model Number: REM 700		Serial Number: G6736940	
Are you the original owner? ☐ YES ☒ NO			
Name: FIELD, WILLIAM J. O		Date of Purchase: NOV 2009	
Address (no PO Boxes): 5000 SUNBROOK WAY			
City: ACWORTH		State: GA.	Zip: 30101
Phone (Daytime): 770.286.4617 / 404.516.5273		Fax:	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) WFIELD70@GMAIL.COM			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: PREMATURE HAMMER FALL ACCIDENTAL DISCHARGE.			
500 characters left			
Ammunition Information:			
Manufacturer: REM REMINGTON		Type: CORE-LOK	
Other (i.e. bullet weight/type, shot size, powder): 180 GR.			
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:	HOPDES #9
How often do you clean the bore? (Months or Number of rounds)	AFTER 10-15 ROUNDS.
How often do you clean the action? (Months or Number of rounds)	SAME AS ABOVE
How often do you clean the trigger assembly? (Months or Number of rounds)	NEVER / HAVE NOT DISASSEMBLED
Brand of lubricant used:	HOPDES #9
How often do you lubricate the bore? (Months or Number of rounds)	10-15 RND.
How often do you lubricate the action? (Months or Number of rounds)	10-15 RND
How often do you lubricate the trigger assembly? (Months or Number of rounds)	10-15 RND.
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.	



www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	12/6/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA			
COORDINATOR			
TO MAIL		XX	
I WILL MAIL			
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	William Field 5000 Sunbrook Way Acworth, GA 30101
RETURN ITEM TO:	Rem Prod Service

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

4XX588 DEC 6, 2010 ALL CURR USD 1 OF 1
SVC GNDCCN ACT WT 10.0 LBS
TRACKING# 124XX5889065322140
REF 1: WILLIAM FIELD/CD/CM
REF 2: 700

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG.		SVC T/P USD
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DDO 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 8.74	PUB+HANDLING	8.74

