

Remington Arms Co., Inc.
Product Service
Legal Case #:5370

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
216404	12/28/2010	12/9/2010	1/12/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Paul	Glazier	20 E. Lake View Blvd	Priest River	ID	83856		H 208-946-7160 E Paul-Glazier66@gmail.com

Incident Information

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

12/9/10 Paul bought this rifle new last Fall and it has fired when the safety was released 3 times. He has made no alterations to it.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	27140	S6689045	KD	5/14/2009 7:52:27 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
10/1/2009	ACUSPORT (OH) CORPORATION		Y			

CONCERN:FSR:INJURY

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
Replace with a new 27140						

Repair/Replacement Cost Repair/Replacement Date

229.00 1/12/2011

12/9/10 Mailing ARS.cm 1/12/11 Left message for him to call me regarding resolution.cm 1/12/11 Per call with Glazier, he has no faith in this rifle, he would like it replaced. Ordering a new 27140 to replace it.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/5/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		28" 300 RUM
	Date Code		KD
	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	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	ACTION DIRTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	--- Select ---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--- Select ---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	DIRTY
	Pull	--- Select ---	3#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

5370

X

26"
KDS/E
3#
1012

December 9, 2010

Paul Glazier
20 E. Lakeview Blvd
Priest River, ID 83856

Subject: #5370, Model 700

Dear Mr. Glazier,

Thank you for your patience. Enclosed is a 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 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,

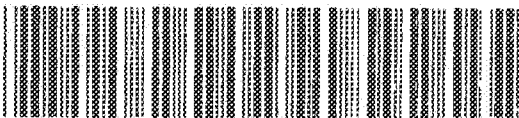
Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
JAN 09 2011

BY:.....

S6689045

Model: 700



RE00216404





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

Model Number: 700	Serial Number: 56689045
Are you the original owner? ☒ YES ☐ NO	
Name: Paul Glozier	Date of Purchase: 10-1-09 ?
Address (no PO Boxes): 20 E Lake View Blvd	
City: Priest River	State: IDAHO Zip: 83856
Phone (Daytime): 208-946-7160	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Paul.Glozier66@gmail.com	
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: Approximately 9 Rounds through Gun in 09 with no problems. 7 rounds through Gun this year (2010) "All during Hunting season" and 3 of those rounds are from Flipping the safety from the safe position to the fire position. The Picture is from the last picture misfire.	
500 characters left	
Ammunition Information:	
Manufacturer: Remington	Type: 180 Gr. S&W Bonded
Other (i.e. bullet weight/type, shot size, powder): 300 Remington Ultra Mag.	
Handload Information:	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/9/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL	xx
DESCRIPTION:			
700			
S6689045			

LABEL INFORMATION

MAIL LABEL TO:	Paul Elazier 20 E. Lakeview Blvd Priest River, ID 83856
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 DEC 13, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5968067021284
REF 1: PAUL ELAZIER/CD/CM
REF 2: 700/S6689045

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 CDD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AM 0.00 PR 0.00 SD 0.00
TOT PUB CHG 11.74 PUB+HANDLING 11.74



