

Remington Arms Co., Inc.
Product Service
Legal Case #:5746

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221999	2/4/2011	1/24/2011	2/7/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Mark	Hogue	885 Canal Rd. Ext.	Manchester	PA	17345		C 717-887-2600 F 717-764-5290 E andyhogue@bapsaint.com

Incident Information

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

1/24/11: Customer called in. He stated that in very cold weather the gun will fire on safe release. 1 time a year ago & 1 time about 2 weeks ago. Happened with 11 yr old son. It has happened twice. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	85358	G6665890	PB	6/7/2007 4:57:40 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
9/26/2008	CABELA S INC/WAREHOUSE	TWO PIECE BASE	Y			

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 - Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$67.40	2/17/2011				

1/24/11: Sending ARS, letter, form. df 2/17/11: Per Ilion - Could not duplicate concern. As a goodwill gesture and to restore confidence in rifle - will fit new TA @ n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 243 WIN
	Date Code		PB
	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
	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
Overall	Stock Condition	Slightly Worn; Functioning
	Fore End Condition	--Select--
	Condition	Slightly Worn; Functioning
Receiver	Bulged	False
	Description	XMP SAFETY
Safety	Function	Like new; Functioning
	Sub-Assembly	Non-ISS
	Lift	--Select--
Sear	Notch	Like new; Functioning
	Tests	Test Fired
	Feeding Test	False
Trigger	Condition	Like new; Functioning
	Pull	--Select--
	Altered	False
	Sub-Assembly	X-Mark Pro
Non-Remington Components	Description	TWO PIECE BASE

COPY

24"
PBB/07
3.5#
011

5746

January 24, 2011

Mark Hogue
885 Canal Rd. Ext.
Manchester, PA 17345
Ph: 717-887-2600

Ref: # 5746

Dear Mr. Hogue,

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
FEB 19 2011

BY:

enclosure

Serial Number:

G6665890

Model: **700**



RE00221999

could not duplicate concern.
As a good-will gesture and to
restore confidence in rifle will
fit new TPA at N/C
warranty

1-17-11

Mark Hogue
885 Canal Rd. Ext
Manchester, Pa. 17345

Dear Remington,

Re: Remington Model # 700 .243 SPS Serial # G6665890 Accidental Fire

After talking with your customer service representative today, they advised that I return the gun for service.

The gun will fire intermittently when releasing the safety. This happened one time last year and we dismissed it as possibly hitting the trigger. The gun functioned properly for a year until last week. This time it fired five rounds in a row when releasing the safety. Both times that this happened was during snow and cold weather. We put the gun in the freezer for one hour and could get the problem to repeat.

This is of great concern to me because it is my 14 year old son's gun.

Please contact me at: 717-887-2600, when problem is diagnosed.

I would like to know and be assured that this problem will not happen again. Also, if this is not a warranty repair, please contact me with quote before repairing.

Sincerely,

Mark Hogue

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds) <u>annually</u>
How often do you clean the action? (Months or Number of rounds) <u>each time used</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>each time used</u>
Brand of lubricant used: <u>Remoil</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>annually</u>
How often do you lubricate the action? (Months or Number of rounds) <u>each time used</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>each time used</u>
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? <u>Never</u>
What were the services performed? <u>None</u>
Ship your INSURED firearm by either UPS or Parcel Post to:
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.

:: 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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/24/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5746 rifle			

LABEL INFORMATION

MAIL LABEL TO: Mark Hogue 885 Canal Rd. Ext. Manchester, PA 17345 Ph: 717-887-2600
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 JAN 25, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067108904
REF 1: MARK HOGUE/CD/DMF
REF 2: 5746/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 CGD 0.00 AS 0.50
DC 0.00 DSD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 7.94 PUB+HANDLING 7.94







