

Remington Arms Co., Inc.
Product Service
Legal Case #:5560

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Prx Lit	Lit	Obsolete
219657	1/19/2011	1/5/2011	1/20/2011	1/2/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeff	Howe	4763 S. 88th Rd	Bohvar	MO	65613		C 417-399-2813 E andrea.howe@bolivar.k12.mo.us

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				

1/5/11: Customer called in. He stated that he was hunting on 1/2/11 and had a FSR. He stated finger was no where near trigger. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/25-06 REM	84401	G6876592	PD	6/23/2009 8:54:13 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	RANGERS LP		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 - Repair @ n/c - warranty			Remington/700/CF/BA			
	Repair/Replacement Cost	Repair/Replacement Date				
	\$52.88	1/24/2011				

1/5/11: Sending ARS, letter, form. df 1/24/11: Per Ilion - Could not duplicate concern. TA is functioning as designed. To restore confidence in rifle - replace TA @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/20/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 2506 REM XHR
	Date Code		PD
	Bore Plugged	False	
	Ruled	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Remington.

24"
PD 6/69

3#
2011

5560

January 5, 2011

Jeff Howe
4763 S. 88th Rd.
Bolivar, MO 65613
Ph: 417-399-2813

Ref: # 5560

Dear Mr. Howe,

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: 336-348-7872

enclosure

could not duplicate concern
T.A. is functioning as designed.
check over completely, clean &
test fire at N/C

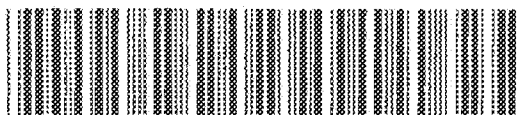
warranty

RECEIVED
JAN 24 2011

Serial Number:

G6876592

Model: 700



RE00219657

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

BY:

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>66676572</u>	
Are you the original owner? ☒ YES ☐ NO			
Name: <u>William Jeffrey Howe</u>		Date of Purchase: <u></u>	
Address (no PO Boxes): <u>4763 Sth 88th Rd</u>			
City: <u>Bolivar</u>		State: <u>MO</u>	Zip: <u>65613</u>
Phone (Daytime): <u>1417 399 2813</u>		Fax: <u></u>	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) <u>andrea.howe@bolivar.mo.us</u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>I have had this approximately a year and half, when I first shot it when I put the safety off it fired. I cleaned it real good with Rem oil, and had no more problems. Till January 2, 2011 while hunting. I flipped the safety off and the gun went off.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u></u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u>IMR 4350</u>		Powder Weight: <u>52 gr</u>	
Case/Hull Used: <u>Remington</u>		Primer Used: <u>Remington 9 1/2</u>	
Bullet Type/Shot Size: <u>90gr Spier TNT</u>		Reloader Used: <u>Lyman</u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>Rem oil</u>
How often do you clean the bore? (Months or Number of rounds) <u>end of hunting season</u>
How often do you clean the action? (Months or Number of rounds) <u>end of hunting season</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>end of hunting season</u>
Brand of lubricant used: <u></u>
How often do you lubricate the bore? (Months or Number of rounds) <u>end of hunting season</u>
How often do you lubricate the action? (Months or Number of rounds) <u>end of hunting season</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>end of hunting season</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>None</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 Hoeffler 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:	1/5/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5560 rifle			

LABEL INFORMATION

MAIL LABEL TO: Jeff Howe 4763 S. 88 th Rd. Bolivar, MO 65613 Ph: 417-399-2813
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX598 JAN 6, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT UT 10.0 LBS
TRACKING# 124XX5989065017104
REF 1:JEFF HOWE/CD/DMF
REF 2:5560/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: 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 9.49 PUB+HANDLING 9.49

