

Remington Arms Co., Inc.
Product Service
Legal Case #:5958

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225834	3/15/2011	3/3/2011	4/25/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Jim's Gun Jobbery	Attn: Andy P.	Jim's Gun Jobbe	4632 Yadkin Rd.	Fayetteville	NC	28303		W 910-864-2270

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				

3/3/11: Dealer called. He stated the customer brought gun in & stated he experienced a FSR with it. Dealer did not have date of incident. Dealer stated he has tried repeatedly & cannot duplicate concern. He stated he felt the consumer may have been watching too much tv. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	27475	G6896382	DD	9/4/2009 8:56:31 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS, LLC		U			

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 TA to restore confidence - warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$62.40	4/28/2011				

3/3/11: Sending ARS, letter, form. df 4/28/11: Per Ilion - Could not duplicate concern. Will replace TA, clean & test fire to restore confidence in rifle - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		4/25/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN
	Date Code		DD
	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	Slightly Worn; Functioning	
	Out 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	
	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	
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

2011
9/09/08
3.5#
10/12

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could not duplicate concern,
will replace TPA, clean a test line
to restore confidence (w/ wife)

was by

RECEIVED
APR 27 2011

BY _____



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	3/3/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
☒ PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5958 rifle			

LABEL INFORMATION

MAIL LABEL TO: Jim's Gun Jobbery Attn: Andy P. 4632 Yadkin Rd. Fayetteville, NC 28303 Ph: 910-864-2270
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX598 MAR 3, 2011 ALL CURR USD 1 OF 1
SVC GNDCCM ACT WT 10.0 LBS
TRACKING 124XX598986884432
REF 1: JIMS GUN JOBBERY/ANDY P/CD/DMP
REF 2: 5958/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	CCD 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 0.04	PUB+HANDLING	8.84





