

Remington Arms Co., Inc.
Product Service
Legal Case #:5767

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225232	3/8/2011	1/26/2011	3/9/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dillon	Lawson	1704 Green Tree Pointe Circle	Lebanon	TN	37087		H 865-898-7993

Incident Information

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

1/26/11 Per call from Lawson, he received his 700 this past Christmas 2010 and it has fired when he released the safety.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27094	G6957347	AE	3/29/2010 10:14:45 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
11/1/2010	WAL-MART SUPERCENTER 0671	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, check over rifle, clean, test fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	27.00	3/21/2011				

1/26/11 Mailing box (1181537) and ARS.cm 3/21/11 Per Ilion, could not duplicate concern. Some light rusting in action. Trigger assm functions as designed. Check over, clean and test fire at no charge under warranty.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		3/9/2011
	Product Type		RF
	Action Type		A

	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	24" 270 WIN	
	Date Code	AE	
	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	
	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	
	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---	
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description	TWO PIECE BASE	

24"
AE3/10
4.5#
.012

5767

January 26, 2011

Dillon Lawson
1704 Green Tree Pointe Circle
Lebanon, TN 37087

Subject: Case 5767, Model 700

Dear Mr. Lawson,

Thank you for your patience. Enclosed is the 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".**

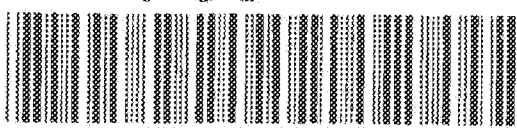
I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

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

RECEIVED
MAR 15 2011

BY:.....

Number 2
G6957347
Model: 700

RE00225232

could not duplicate concern.
some lite rusting in action.
T.A. functions as designed.
check over, clean & test fire
a.t. n/c
warranty 1/31

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

Model Number: 700	Serial Number: 66957347
Are you the original owner? ☒ YES ☐ NO	
Name: Christian Lawson	Date of Purchase: Around November 2010
Address (no PO Boxes): 1704 Greentree Pointe CA	
City: Lebanon	State: TN Zip: 37087
Phone (Daytime): 865-898-7993	Fax:
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) ChristianLawson@yahoo.com	
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: We was went to shoot gun, when I had the sight on target I was ready to take gun off safety, I clicked gun to Fire, & gun went off w/out pulling trigger. simply clicked safety to fire & gun just went off.	
500 characters left	
Ammunition Information:	
Manufacturer: Federal	Type: .270 Remington
Other (i.e. bullet weight/type, shot size, powder): 125 grain	
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:	Winchester
How often do you clean the bore? (Months or Number of rounds)	Cleaned after 10 rounds
How often do you clean the action? (Months or Number of rounds)	10 rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	Never had to break new
Brand of lubricant used:	Winchester
How often do you lubricate the bore? (Months or Number of rounds)	10 rounds
How often do you lubricate the action? (Months or Number of rounds)	10 rounds
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Brand New
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?	
N/A	
What were the services performed?	
N/A	
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. 1: Record the serial number of your firearm before sending it. 2: 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.) 3: Remove all accessories from your firearm to prevent loss or damage. 4: 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:	1/26/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☒ PLEASE CHECK ONE			
MEDIA			
COORDINATOR		xx	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
G6957347 700			

LABEL INFORMATION

MAIL LABEL TO:	Dillon Lawson 1704 Green Tree Pointe Circle Lebanon, TN 37087
RETURN ITEM TO:	Rem Prod Serv

PLEASE COMPLETE ALL PARTS OF THIS FORM 1 OF 1 ORIGINATOR

4XX595 JAN 27, 2011 ALL CURR USD
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5959065198624
REF 1: DILLON LAUSON/CO/CM
REF 2: 700/G6957347
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: COO 0.00
DV 0.00 DGD 0.00
DC 0.00 PR 0.00
PH 0.00
TOT PUB CHG 9.36
SVC T/P USD
RS 0.50
SD 0.00
SP 0.00
PUB+HANDLING 9.36



