

Remington Arms Co., Inc.

Product Service

Legal Case #:5496

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219965	1/21/2011	12/23/2010	1/24/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jason	Trapp						

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				

1/27/11 Per note with rifle, gun fired round off when moving safety lever from safe to fire.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/204 RUGER	84214	G6680556	WB	8/9/2007 10:24:00 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD		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 completely, clean, test at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	27.00	1/27/2011				

1/27/11 Per Ilion, could not duplicate concern. Trigger pull set below specs. Check over completely, clean, reset to min trigger pull specs, test fire at no charge. I called Trapp and provided information on inspection and repair.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B,TRAVIS
	Exam Date		1/24/2011
	Product Type		RP
	Action Type		A
	Assigned To		T,NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 204 RUGER HB
	Date Code		WB
	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---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2.5#
	Altered	True	PULL SCREW ALTERED
	Sub-Assembly	X-Mark Pro	

26"
WB8/07
254
.011

5496

December 23, 2010

Jason Trapp
20611 Cedar Valley Rd
Jordon, MN 55352

Subject: #5496, Model 700

Dear Mr. Trapp,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping labels 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 boxes 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

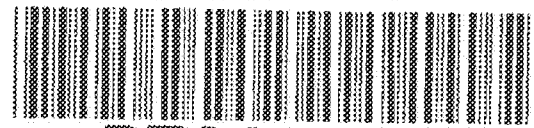
RECEIVED
JAN 25 2011
BY.....

Could not duplicate concern.
Trigger set below specs.
checkover completely, clean,
reset to min T.P. specs. TEST
Rim at H/C
#230145

Serial Number:

G6680556

Model: 700



RE00219965

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

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

Model Number:	700-704inger	Serial Number:	66680556
Are you the original owner? ☒ YES ☐ NO			
Name: Jason R Trapp		Date of Purchase: 12	
Address (no PO Boxes): 20611 Cedar Valley Rd			
City: Jordan	State: MN	Zip: 55352	
Phone (Daytime): 952-200-6313	Fax:		
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) JATAAPP35@Comcast.net			
E-mail Address:			
☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
Gun fired round off when moving safety lever from safety fire 12-17-10			
500 characters left			
Ammunition Information:			
Manufacturer: Hornady	Type: 32 gran		
Other (i.e. bullet weight/type, shot size, powder):			
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:	12/23/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☒ PLEASE CHECK ONE			
MEDIA			
COORDINATOR		XX	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Jason Trapp 20611 Cedar Valley Rd Jordan, MN 55352
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 DEC 23, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX596906558896Z
REF 1: JASON TRAPP/CD/CM
REF 2: 780

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DY 0.00 CDD 0.00 RS 0.50
DC 0.00 GCD 0.00 SD 0.00
AM 0.00 PR 0.00 SP 0.00
TOT PUB CHG 5.78 PUB+HANDLING 5.78

700 Log Sheet - 2010 CNBC Story

5496

Date: 12/23/10 CSR: CM

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington ☐ Supportive of Remington
☐ Angry at CNBC for airing ☐ Supportive of CNBC

Phy Copy

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)
☐ Inquisitive about Remington position
☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700
☐ seeking company feedback regarding direction/use of personal Model 700
☒ claims they experienced a "safety" related issue with their personal Model 700
☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory? ☒ YES ☐ NO *new had it a few yrs*

Consumer Name: Taron Trapp *700 - FSR*

Address: 26611 Cedar Valley Rd.
Jordan PA 155352

Phone: C-952-200-6313

Serial #: G 6680556

Send an ARS label

Comments:

box 2 ARS
1172086



