

Remington Arms Co., Inc.
Product Service
Legal Case #:5984

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
227457	3/31/2011	3/9/2011	4/1/2011	3/6/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kyle	Zuercher	1930 NE View Ct.	Gresham	OR	97030		H 541-490-9463 E laxwp10@yahoo.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				

3/9/11: Customer called & stated that he had FSR. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84371	G6689918	WD	8/18/2009 8:50:15 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH LLC FRONT SCOPE BASE AND RING		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 - warranty						

Repair/Replacement Cost	Repair/Replacement Date
\$52.88	4/8/2011

3/10/11: Sending ARS, letter, form. df 4/8/11: Per Ilion - Could not duplicate concern. Will fit a new TA to restore confidence in rifle @ n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		4/1/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		22" 308 WIN VTR FL
	Date Code		WD
	Bore Plugged	False	

Barrel	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	MAR ON TOP OF BSL
	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	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		FRONT SCOPE BASE AND RING

5984
March 9, 2011

Kyle Zuercher
1930 NE View Ct.
Gresham, OR 97030
Ph: 541-490-9463

Ref: # 5984, M/700, Serial # G6889918

Dear Mr. Zuercher,

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

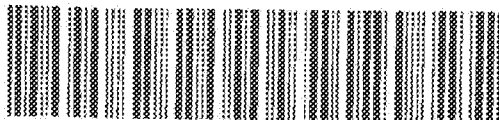
RECEIVED
APR 07 2011

enclosure

BY:

6889918

Model: 700



RE00227457

could not duplicate concern.
will fit a new TPA to restore
confidence in rifle at N/C

was RPA only

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

PS 20320

Print

Reset

Model Number: 700 VTR		Serial Number: G6889918	
Are you the original owner?: ☒ YES ☐ NO			
Name: Kyle Zuercher		Date of Purchase: 2009?	
Address (no PO Boxes): 1930 NE View Court			
City: Gresham		State: OR	Zip: 97030
Phone (Daytime): 541-490-9463		Fax:	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) Lawwp10@yahoo.com			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: While target shooting, The Rifle went off twice when I flipped the safety from "safe" to "fire" Instantly discharging the without warning warning, finger was not in the trigger well.			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: COR-LoKT	
Other (i.e. bullet weight/type, shot size, powder): 150 gr.			
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:	Hoppes and Remington oil patches
How often do you clean the bore? (Months or Number of rounds)	depending on weather or 10 rounds
How often do you clean the action? (Months or Number of rounds)	everytime I shoot
How often do you clean the trigger assembly? (Months or Number of rounds)	once a month
Brand of lubricant used:	Hoppes and Remington oil
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)	every time I shoot
How often do you lubricate the trigger assembly? (Months or Number of rounds)	once a month
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? Never	
What were the services performed? :	
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:	3/10/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 5984 rifle			

LABEL INFORMATION

MAIL LABEL TO: Kyle Zuercher 1930 NE View Ct. Gresham, OR 97030 Ph: 541-490-9463
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 MAR 11, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969867994126
REF 1: KYLE ZUERCHER/CO/DMF
REF 2: 5984/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COO 0.00	RS 0.00	
DC 0.00	DDO 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 12.51		PUB+HANDLING 12.51	



