

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  
25#  
011

57196

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,

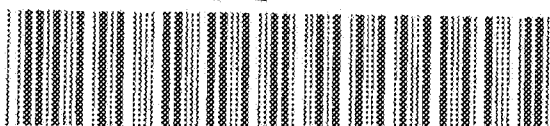
Christy Mitchell  
Consumer Affairs Administrator  
Phone: 800-243-9700, ext 8684  
[christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

RECEIVED  
JAN 25 2011  
BY.....

Number:

G6680556

Model: 700



RE00219965

Could not duplicate concern.  
Trig pull set below specs.  
checkover completely, clean,  
reset to min T.P. specs. TEST  
Rin at H/L

#230145

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

|                                                                                                                          |               |                   |          |
|--------------------------------------------------------------------------------------------------------------------------|---------------|-------------------|----------|
| Model Number:                                                                                                            | 700-704 Jager | Serial Number:    | 66680556 |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                         |               |                   |          |
| Name:                                                                                                                    | Jason A Trapp | Date of Purchase: | ?        |
| 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) JATRAPP35@Comcast.net |               |                   |          |
| E-mail Address:                                                                                                          |               |                   |          |
| <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.                        |               |                   |          |
| Please describe your problem and date of occurrence:                                                                     |               |                   |          |
| Gun fired sound 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<br>20611 Cedar Valley Rd<br>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 GNDCOM ACT WT 10.0 LBS  
TRACKING# 124XX596906558862  
REF 1: JASON TRAPP/CD/CM  
REF 2: 700

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 8.78 PUB+HANDLING 8.78

700 Log Sheet - 2010 CNBC Story

5496

Date: 12/23/10 CSR: PM

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

*My 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 IN 46782

Phone: 952-200-6318

Serial #: G6680556

\*\*\*Send an ARS label\*\*\*

Comments:

*box 2 ARS*

*1172086*