

Remington Arms Co., Inc.

Product Service

Legal Case #:5220

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214161/222314	12/10/2010	11/29/2010	12/14/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Clay	Young	9051 Hwy 49	Poplar Grove	AR	72374		C 870-817-9558 F 870-572-4325 E clayyoung@suddenlinkmail.com
Incident		Cole	Young						

Incident Information

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

11/29/10 Per call from Clay, he bought his son a 700 youth last year for Christmas and he just started shooting it this year for hunting season for the first time. It will fire when the safety is released. They have not had any adjustments made to it.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM08 REM	27391	G6903951	DD	9/24/2009 8:49:15 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH LLC	SCOPE,,RINGED BASE	Y			

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
Replacing with a new #27391, 700 SPS Yth						
	Repair/Replacement Cost	Repair/Replacement Date				
	182.00	2/15/2011				

11/29/10 Faxing ARS to Clay.cm 12/23/10 Per Blon, could not duplicate concern. Trigger is functioning as designed. Check over completely, clean and test fire at no charge under warranty.cm 2/15/11 Will replace with a new #27391.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	CUST.SENT IN STATING IT WILL FSR AND HE CAN REPEAT IT.I COULD NOT MAKE IT MALFUNCTION. UNDE R#222314 WILL REPLACE TPA AT N/C
	Description		20" 7MM08 REM
	Date Code		DD
	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	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	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	
Non-Remington Components	Description		SCOPE,,RINGED BASE

Remington

5220

November 29, 2010

7011
DD 9/09
4#
010Sent 1st time
11/30/10

Clay Young
9051 Hwy 49
Poplar Grove, AR 72374

Subject: #5220, Model 700

Dear Mr. Young,

Enclosed is the prepaid UPS ground shipping label. 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". Apply the label to your box and take it to a UPS terminal or driver for shipping.

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

Sincerely,

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

114

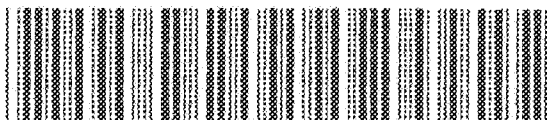
RECEIVED
FEB 10 2011

enclosure

BY:.....

G6903951

Model: 700



RE00222314

could not duplicate concern
To restore confidence in rifle
will replace TPA, clean & test
Rifle N/C
warranty

Sent 1st time

11/30/10

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

Model Number: <u>Rem 700</u>		Serial Number: <u></u>
Are you the original owner? ☒ YES ☐ NO		
Name: <u>Clay Young</u>		Date of Purchase: <u>12/10/09</u>
Address (no PO Boxes): <u>9051 Hwy 49</u>		
City: <u>Poplar Grove</u>	State: <u>Ar.</u>	Zip: <u>72355</u>
Phone (Daytime): <u>870-817-9558</u>		Fax: <u>870-572-4325</u>
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) <u>Clay.young@suddenlink.net</u>		
E-mail Address: <u></u>		
☒ I would like to receive future e-mail updates from Remington.		
Please describe your problem and date of occurrence:		
My son and I were hunting and he moved the safety to fire on the gun + it fired. I got the gun to do this 4 more times with no ammo in it. He is 11 years old and it scared he + I both. I'm not even sure I want this gun back. It is not worth getting hurt over. Clay Young		
Ammunition Information:		
Manufacturer: <u>Rem.</u>		Type: <u>7mm 08</u>
Other (i.e. bullet weight/type, shot size, powder): <u>140</u>		
Handload Information:		
Powder Used: <u></u>	Powder Weight: <u></u>	
Case/Hull Used: <u></u>	Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>	Reloader Used: <u></u>	

Remington Arms Inc
870 Remington Drive
Madison NC 27025-0700
ATTN: Christy Mitchell
Consumer Affairs Administrator

Clay Young
1627 Hwy 316 N
Poplar grove AR 72374
Subject: #5220, Model 700

To whom it may concern;

Recently I sent my sons Remington 700 rifle in to you for repair. It was not repaired it was only cleaned and sent back to me on December 23, 2010. After we got it back it malfunctioned again on December 26, 2010. The problem seems to arise when the weather is cold, I don't know this for sure because I'm not letting him shoot it any more until this has been resolved.

The rifle will shoot when the safety is clicked off. There is no warning, just a shot as soon as the safety is clicked off without pulling the trigger. There is no way you would let your 11 year old son hunt with this gun, and I won't either. It is too big a liability for me and *you*.

I would like for you to take this gun back and refund me my money, I am scared to sell this gun to somebody else with the chance it would go off and kill someone unexpectedly.

Thanks for your time I am waiting for your reply.



clayyoung@suddenlinkmail.com
870-572-9199 office
870-817-9558 cell
870-572-4058 home

Remington.

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

PS 20601

How often do you lubricate the bore? (Months or Number of rounds)	After every hunt
How often do you lubricate the action? (Months or Number of rounds)	After every hunt
How often do you lubricate the trigger assembly? (Months or Number of rounds)	after every hunt
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
☒ YES ☐ NO	
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
12/1/0	
What were the services performed?	
Cleaned + Checked trigger sent back found no problem.	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave 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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION: Prev RE# 214161 rifle			

LABEL INFORMATION

MAIL LABEL TO: Clay Young
9051 HWY 49
Poplar Grove, AR 72374
Ph: 870-817-9558

RETURN ITEM TO Remington Arms
Attn: Product Service
Ilion, NY

4XX596 DEC 30, 2010 ALL CURR USD 1 OF 1
SVC GNDGCM ACT WT 10.0 LBS
TRACKING# 124XX5969065993774
REF 1:CLAY YOUNG/CD/DMF
REF 2:214161/RIFLE

PLEASE

3 MEDIA COORDINATOR

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 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

11/29/2010 16:55 3355487823

PAGE 03/24

Remington®

5220

November 29, 2010

Clay Young
9051 Hwy 49
Poplar Grove, AR 72374

Subject: #5220, Model 700

Dear Mr. Young,

Enclosed is the prepaid UPS ground shipping label. 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". Apply the label to your box and take it to a UPS terminal or driver for shipping.

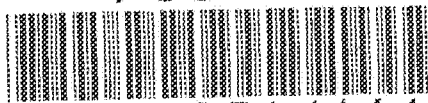
I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

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

G6903951

Model: 700



RE00214161

2008/01/01
3.5#

.....

8Y:.....

Fax Cover Sheet

Young's Custom Service, LLC
9051 Hwy. 49
Poplar Grove, AR 72374
(870) 572-3893 office
(870) 572-4325 fax

Date: 12/1/10

Time: 11

Number of Pages including Cover Sheet: 2

To: Consumer Affairs Admin: Christy Mitchell

From: Clay Young

Subject: 5220, Model 700

Comments:

I didn't get this sheet until after
I mailed the gun today.

Case #	5220	Date of Call		Date of Incident		PreLit		Lit		Obs	
--------	------	--------------	--	------------------	--	--------	--	-----	--	-----	--

Reporter name		Incident Name/Age	Clay Young
address		address	
contact #'s		contact #'s	
email		email	

~~9051 Hwy 49~~
9051 Hwy 49
Poplar Grove AR 72374
6-870-817-9558
870-572-4325 fax

Injury	Clay you-g@suddenlinkmail.com
--------	-------------------------------

Medical Treatment	
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Alleged cause	
---------------	--

Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased
760	G6903951	7ma		Y	Last Christmas

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes:	YHL 7am-08 FSR no adjustments Cole's gun Cole Young - send hat Clay Young - dad
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Customer's Request	
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My actions/offers	fax AR 5
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TRANSMISSION VERIFICATION REPORT

TIME : 11/30/2010 16:55
NAME :
FAX : 3365487823
TEL :
SER.# : BROCAJ148005

DATE, TIME
FAX NO./NAME
DURATION
PAGE(S)
RESULT
MODE

11/30 16:55
18705724325
00:00:58
04
OK
STANDARD
ECM

Remington.

FACSIMILE TRANSMITTAL SHEET

To: Clay Young Date: 11/30/10
Company: _____ From: Christy Mitchell
Fax No.: 870-572-4325 Fax No.: _____
Phone No.: _____ Phone No.: 800-243-9700 x 8684

Number of pages including Cover Sheet: _____

COMMENTS:

Remington.

FACSIMILE TRANSMITTAL SHEET

To: Clay Young Date: 11/30/10
Company: _____ From: Christy Mitchell
Fax No.: 870-572-4885 Fax No.: _____
Phone No.: _____ Phone No.: 800-243-9700 x 8684

Number of pages including Cover Sheet: _____

COMMENTS:

PRIVILEGED AND CONFIDENTIAL

This facsimile is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure. If you are not the intended recipient please do not disseminate, distribute, or copy this communication. Instead, please notify the sender immediately by return fax or by telephoning the number above and discard all copies of this fax.

CLAY YOUNG
8001 HWY. 49
POPLAR GROVE AR 72374

10 LBS

1 OF 1

1 OF 1

RETURN SERVICE
CUSTOMER RECEIPT

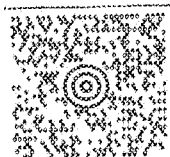
SHIP TO:
REMINGTON ARMS
PRODUCT SERVICES
14 HOEFLER AVE.
ILION NY 13357

SHIP TO:
REMINGTON ARMS
PRODUCT SERVICES
14 HOEFLER AVE.
ILION NY 13357

CUSTOMER SERVICE
800-742-6877

PACKAGE CONTENTS: FIREARMS

REF 1:CLAY YOUNG/CD/CM
REF 2:700

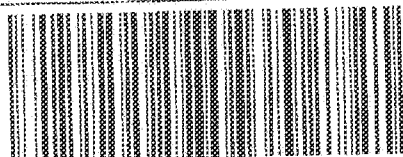


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 598 90 6784 3011



BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1:CLAY YOUNG/CD/CM
REF 2:700

NS 12.0.17

LP2442 08.20 10/2016

IMPORTANT NOTICE TO ANYONE HANDING OVER GOODS TO UPS

This document is a receipt only and you are asked to sign the attached label/document exclusively for identification purposes. The receipt of goods is between you and the carrier. There is no contract between you and UPS. By handing over the goods to UPS, you agree that UPS collect the goods on behalf of the customer, and accept no liability whatsoever to you or anyone other than the customer for any loss, delay, or damage to goods resulting from negligence or any other cause.

THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER
RETURNING THE MERCHANDISE

UPS GROUND

TRK: 1Z 4XX 598 90 6784 3011



UPS is not responsible for any loss or damage to goods or documents if they are not properly packed and labeled. UPS is not responsible for any loss or damage to goods or documents if they are not properly packed and labeled. UPS is not responsible for any loss or damage to goods or documents if they are not properly packed and labeled.



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PS 20610



November 29, 2010

Clay Young
9051 Hwy 49
Poplar Grove, AR 72374

Subject: #5220, Model 700

Dear Mr. Young,

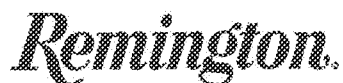
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Sincerely,

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

enclosure



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/29/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA		I will fax:	
COORDINATOR		870-572-4325	
TO MAIL		XXXXX	
I WILL MAIL			
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Clay Young 9051 Hwy 49 Poplar Grove, AR 72374
	I will fax to: 870-572-4325
RETURN ITEM TO:	Rem Prod Service

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

4XX598 NOV 30, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX598067843011
REF 1:CLAY YOUNG/CD/CM
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AM 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.74 PUB+HANDLING 8.74