

Remington Arms Co., Inc.
Product Service
Legal Case #:6110

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
230077	4/29/2011	4/12/2011	5/2/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael J.	Brom	N8789 High Rd.	Watertown	WI	53094		H 920-261-2644 E vickibrom@charter.net

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				

4/12/11: Customer called in. He stated that he saw the CNBC show recently & he is concerned because his rifle had FSR 2 years ago. No damage, No injury. He hasn't used it since. He did have a gunsmith look at the rifle & the gunsmith could not duplicate & found nothing wrong. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6582723	OW	7/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	FRANKFURTH HD MILWAUKEE WISC		Y			

CONCERN: FSO & 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
Per Ilion - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.40	5/10/2011				

4/12/11: Mailing ARS, letter, form. Box order# 1210445. df 5/10/11: Could not duplicate concern. TA dirty & sticky. Replace TA, clean & test fire under BLM - quote. I spoke to customer's wife & she mailed approval with check. We should receive it soon. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/2/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		OW
	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	STICKY,BINDS
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		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.005
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

Remington®

6110

April 12, 2011

22"
0w 7/7;
y#
1005

Mike Brom
N8789 High Rd.
Watertown, WI 53094
Ph: 920-261-2644

Ref: # 6110, Model 700, Serial# 6582723

Dear Mr. Brom,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form to fill out. A shipping box will arrive separately.

Please include a copy of this letter and form to put inside the shipping container. The letter and form 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,
Dell Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

RECEIVED
MAY 06 2011

BY:

Number: 6582723
Model: 700

RE00230077

could not duplicate concern.
T.A. dirty & sticky. replace
TPA, clean & test fire under
BLP for & 20.00 + ship

Quote

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>6582723</u>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>MICHAEL J BROM</u>		Date of Purchase: <u>EARLY 1970's</u>	
Address (no PO Boxes): <u>N8789 High Road</u>			
City: <u>WATERTOWN</u>		State: <u>WI</u>	Zip: <u>53094</u>
Phone (Daytime): <u>920-261-2644</u>		Fax: <u>NCNE</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>vickibrom@charter.net</u>			
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: <div style="border: 1px solid black; padding: 5px;"> <p>NOVEMBER - OPENING DAY OF WISCONSIN DEER SEASON APPROX. NOV. 18TH OR SO. (YEAR 2008) WHILE LOADING GUN & PUTTING SHELL IN CHAMBER WITH SAFETY ON - GUN FIRED. APPROX 3 HRS LATER, I SPOTTED A DEER TO SHOOT AT, AIMED, PUSHED SAFETY OFF AND IT FIRED, WITH MY HAND COMPLETELY AWAY FROM TRIGGER - I SHOOT LESS THEN 20 ROUNDS THROUGH GUN EACH YEAR</p> </div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>EXPRESS - CORE-LOKT</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>30-06 Springfield; 180 GR. CORE-LOKT</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>	
<u>I HAVE ONLY SHOT Remington shell through</u>			
Firearms Care (Cleaning and Lubrication): <u>this rifle</u>			

Back page 3 of 3

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	AFTER EACH TIME USED
How often do you clean the action? (Months or Number of rounds)	AFTER EACH TIME USED
How often do you clean the trigger assembly? (Months or Number of rounds)	AFTER EACH TIME USED
Brand of lubricant used:	CUTERS
How often do you lubricate the bore? (Months or Number of rounds)	ONCE, AT END OF DEER SEASON, LESS THEN 20 RDS
How often do you lubricate the action? (Months or Number of rounds)	ONCE, AT END OF DEER SEASON, LESS THEN 20 RDS
How often do you lubricate the trigger assembly? (Months or Number of rounds)	ONCE, AT END OF DEER SEASON, LESS THEN 20 RDS
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> 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:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<input type="checkbox"/> 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.	
<p style="text-align: center;">:: Record the serial number of your firearm before sending it.</p> <p style="text-align: center;">:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p style="text-align: center;">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p style="text-align: center;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="text-align: center;">:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>	

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.

I UNDERSTAND THAT THERE HAS BEEN SOME ISSUES OF
THIS RIFLE MODEL FIRING WITHOUT TOUCHING THE TRIGGER

I HOPE THIS WILL BE CORRECT

PLEASE SEND ME DETAILS ON WHAT YOU FIND OUT.
AS I DID TAKE IT TO A GUN SMITH WHEN THIS HAPPENED
& HE COULD NOT FIND ANYTHING WRONG & TEST FIRED
IT & IT DID NOT MISFIRE

I HAVE SIGHTED THIS RIFLE THE LAST 3 YEARS - BUT
HAVE NOT USED IT FOR HUNTING - IT HAS NEVER FIRED WITHOUT ME
(TOUCHING OFF A ROUND)

I OWN A 30-06 REMINGTON 742 APPROX 20 YRS OLD
WHICH I USE

AND ALSO OWN A REMINGTON 1100 SHOTGUN - APPROX
40 YRS OLD

Thank you
Michael J Bron



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	4/12/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 6110 rifle			

LABEL INFORMATION

MAIL LABEL TO: Mike Brom N8789 High Rd. Watertown, WI 53094 Ph: 920-261-2644
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 APR 12, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067496816
REF 1: MIKE BROM/CD/DMF
REF 2: 6110/RIFLE

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 9.53 PUB+HANDLING 9.53







