

Remington Arms Co., Inc.
Product Service
Legal Case #:6025

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
228971	4/15/2011	3/22/2011	4/18/2011	3/8/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Thomas A.	Colston	305 Marquise	Boerne	TX	78006		H 210-464-5463 E tacolston@gmail.com

Incident Information

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

3/22/11: CSR brought a letter over from customer. Customer's letter stated that he experienced a FSR. No damage, No injury. He stated he purchased the rifle used. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25811	B6775586	AG	3/18/1986
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTSMENS SUPPLY 59102	TWO PIECE BASE	N			

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 - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

3/22/11: Sending ARS, letter, form, box. Box order# 1203775. df 4/26/11: Per Ilion - Could not duplicate concern. TA set screws altered, can offer to replace TA, clean & test fire @ 1/2 normal cost - quote. Customer paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WIN
	Date Code		AG
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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	METAL RUSTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	EXCESSIVE OVER TRAVEL
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

6025

[COPY]

24"
AG 2.5"
3/8"
10/10

March 22, 2011

Thomas A. Colston
305 Marquise
Boerne, TX 78006
Email: tacolston@gmail.com

Ref: # 6025, M/700, Serial # B6775586

Dear Mr. Colston,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. A shipping box is being sent separately.

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 20 2011

BY:.....

enclosure

could not duplicate concern.
T.A. set screws altered. CAN
often to replace TPA, change
test fire at 1/2 normal cost.

Quote

Number:

B6775586

Model: **700**



RE00228971

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

Print

Reset

Model Number: <u>700 BDL LH</u>		Serial Number: <u>B6775586</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>THOMAS A. COLSTON</u>		Date of Purchase: <u>5/2005</u>	
Address (no PO Boxes): <u>305 MARQUISE</u>			
City: <u>BOERNE</u>		State: <u>TX</u>	Zip: <u>78006-8055</u>
Phone (Daytime): <u>210.464.5463</u>		Fax: _____	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>TA.COLSTON@GMAIL.COM</u>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: ① MARCH 8, 2011. STANDING POSITION ON TRIPOD STICKS. CRUCH UNDER LEFT ARM. RIGHT HAND ON STOCK/TRIPOD. LEFT HAND OVER BOLT AND THUMBROFF SAFETY. DISCHARGE WITH NO FINGERS NEAR TRIGGER. ② SAME DAY, 19 ROUNDS LATER. SHOOTING PRONE ON BIPOD, SHOT LAST ROUND AND BOLT WOULD NOT OPEN LAST 5° TO EJECT, LATER RAPPED BOLT OPEN WITH PLASTIC HAMMER. ③ A NAVY SEAL RIFLE INSTRUCTOR SAYS SHOULD NOT OCCUR BUT ... DOES. 500 characters left			
Ammunition Information:			
Manufacturer: _____		Type: _____	
Other (i.e. bullet weight/type, shot size, powder): _____			
Handload Information:			
Powder Used: <u>RL-19</u>		Powder Weight: <u>57.6 GR</u>	
Case/Hull Used: <u>REM 0.270</u>		Primer Used: <u>WIN WLR</u>	
Bullet Type/Shot Size: <u>HOANBY SST 130GR</u>		Reloader Used: <u>LEE</u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>HOPPE'S</u>
How often do you clean the bore? (Months or Number of rounds) <u>40 ROUNDS</u>
How often do you clean the action? (Months or Number of rounds) <u>40 ROUNDS</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>— ; NOT NOTED TO BE DIRTY</u>
Brand of lubricant used: <u>REM OIL</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>40 ROUNDS</u>
How often do you lubricate the action? (Months or Number of rounds) <u>40 ROUNDS</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>100 ROUNDS</u>
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?) <u>?</u>
What were the services performed?) <u>—</u>
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
<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. :: 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.

Fulcher, Dell Marie

From: Fulcher, Dell Marie
Sent: Tuesday, March 22, 2011 9:17 AM
To: 'tacolston@gmail.com'
Subject: Thomas A. Colston - letter received

Dear Mr. Colston,

Your letter concerning your Model 700 has been received. Based on your serial number we are not showing any type of call back on your rifle. We would like to have the firearm come into our Product Services Department at our factory for examination. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened and when this occurred.

Sincerely,

Dell Fulcher | Consumer Affairs Administrator
Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Phone: 336.548.8686 | Fax: 336.548.7872 or 336.548.7883

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms |
DPMS / Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain
Khakis | EOTAC | Dakota Arms | Parker Gun

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Fulcher, Dell Marie

From: postmaster@remington.com
To: tacolston@gmail.com
Sent: Tuesday, March 22, 2011 9:17 AM
Subject: Relayed: Thomas A. Colston - letter received

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

tacolston@gmail.com

Subject: Thomas A. Colston - letter received



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	3/22/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6025 rifle			

LABEL INFORMATION

MAIL LABEL TO: Thomas A. Colston 305 Marquise Boerne, TX 78006
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 22, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969065335485
REF 1: THOMAS A COLSTON/CD/DMF
REF 2: 6025/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS: 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 11.33 PUB+HANDLING 11.33







