

Remington Arms Co., Inc.
Product Service
Legal Case #:6285

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
234041	6/20/2011	6/14/2011	6/21/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Ray's Sporting Goods		Ray's Sporting	730 Singleton Blvd	Dallas	TX	75212		W 214-747-7916

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Fired without pulling trigger	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

6/14/11 Per call from Ron at Ray's Sptg Goods, a customer brought in his 700 after seeing the CNBC report and alleges his rifle went off "by itself". The dealer didn't know if he meant when he bolted it down or removed the safety. He doesn't think there is anything wrong but told him he'd send it to us for inspection.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/2506 REM	26251	T6255009Z	RU	11/6/2000 7:33:07 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S SPORT INC		U			

CONCERN:FIRED ON IT'S OWN

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, replace TPA, clean, test at 1/2 normal cost						
Repair/Replacement Cost	Repair/Replacement Date					

6/14/11 Emailing ARS.cm 6/23/11 Per Ilion, trigger and trigger pin rusty causing the trigger to bind. Replace TPA, clean, test fire at 1/2 normal cost. Called dealer, they approved and charged to their open acct.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/21/2011
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		24" 2506 REM SS
	Date Code		RU
	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---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	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	ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG AND PIN RUSTY, TRIG BINDS WILL FOLLOW DOWN
	Pull	---Select---	8#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

6285

2411
RU 11/2000
8#
013

June 14, 2011

Ray's Sporting Goods
Attn: Ray
730 Singleton Blvd.
Dallas, TX 75212

Subject: Case #6285, Model 700

Please print and enclose 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 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

T6255009Z

Model: 700



RE00234041

TRIG. + TRIG. PIN - RUSTY CAUSING THE
TRIG. TO BIND. REPLACE TPA, CLEAN
& TEST FIRE AT 1/2 NORMAL COST.

Quote

RECEIVED
JUN 22 2011

BY:

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

PS 21456

INVOICE

RAY'S HARDWARE & SPORTING GOOD CO.

No. 102668

730 SINGLETON BLVD.

DALLAS, TEX. 75212

PHONE (214) 747-7916

SOLD TO

PIMMINGTON ARMS

14 HEEFLER AVE

LILCO, NY 13357

1-800-243-9700

SHIP TO

ABOVE

CUST. ORDER #		TERMS NET 30 FOB DALLAS	FFL #	EXPIRES		
QUANTITY	STOCK NO.	DESCRIPTION		QUAN. SHIPPED	PRICE	AMOUNT
1		TO WHOM IT MAY CONCERN:				
2		PLEASE INSPECT & REPAIR IF				
3		NECESSARY OUR CUSTOMER'S RIFLE,				
4		SERIAL # T62550072. HE SAYS				
5		THE RIFLE FIRED ON ITS OWN!				
6						
7		THANK YOU,				
8						
9		RON GERUTSE				
10						
11		CASE #6285				
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Thank You For The Order

PLEASE PAY

4

PS 21457

4XX596 JUN 14, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066505076
REF 1: RAY'S SPT. GOODS/CD/CM
REF 2: 700/CASE 6285/T6255009Z

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 1.00
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 10.77 PUB+HANDLING 10.77


raysgunsmith@yahoo.com

ARS LABEL REC

DATE:	6/14/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		xxx I WILL MAIL	
DESCRIPTION: 700 T6255009Z			

LABEL INFORMATION

MAIL LABEL TO:	Ray's Sptg Goods 730 Singleton Blvd Dallas, TX 75212 214-747-7916
RETURN ITEM TO:	Rem Prod Serv Case # 6285

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











