

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5785

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 228697 | 4/13/2011   | 1/28/2011       | 4/14/2011   |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street                         | City | State | Zip   | Age | Contact        |
|----------|----------|------------|-----------|--------------------------------|------|-------|-------|-----|----------------|
| Incident |          | Jeff       | Shannon   | PO Box 6<br>9705 Lolo Creek Rd | Lolo | MT    | 59847 |     | H 406-273-2008 |

## Incident Information

| Claims | Codes                           | Repair Est.                        | Medical Treatment | Medical Status |
|--------|---------------------------------|------------------------------------|-------------------|----------------|
| PI     |                                 |                                    |                   |                |
| PD     | Cause:4015 Improper Maintenance |                                    | Unknown           |                |
| S      | Fired on safety release         | Concern:1007 Fired on Safe Release |                   |                |
| C      |                                 |                                    |                   |                |

1/28/11 Per call from Shannon, he has had his 700 fire on safe release on several occasions. It has the bolt lock.cm

## Firearm Information

| Mfg.           | Type                     | Model/Ga.      | SKU            | Serial   | Bbl. | DOM       |
|----------------|--------------------------|----------------|----------------|----------|------|-----------|
| Remington      | CF/BA                    | 700/3006 SPRG  | n/a            | A6415868 | LO   | 2/18/1977 |
| Date Purchased | Where Purchased          | Accessories    | Original Owner |          |      |           |
|                | JERRYS SPORT MONTDALE PA | TWO PIECE BASE | 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 |
|------------------------------------------------------------------------------------------------------|-------------------|--------------|---------------|-----------------|----------------|---------------|
| Replace TPA under BLSM price of \$20 + S&H. Fit new bolt handle, clean, test fire at 1/2 normal cost |                   |              |               |                 |                |               |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
|                         |                         |

1/28/11 Mailing ARS.cm 4/21/11 Per Ilion, trig assm very dirty, sticky and rusty. Parts work sluggish. Replace TPA under BLSM price of \$20 + S&H. Fit new bolt handle, clean, test fire at 1/2 normal cost. Will fit a used stock in good condition when quote is accepted.cm

Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                 | Comment       |
|-------------|------------------------|----------------------|---------------|
| Examination | Examiner               |                      | B.TRAVIS      |
|             | Exam Date              |                      | 4/14/2011     |
|             | Product Type           |                      | RF            |
|             | Action Type            |                      | A             |
|             | Assigned To            |                      | T.NAGLE       |
| Cause       | 4015                   | Improper Maintenance |               |
| Barrel      | Description            |                      | 22" 3006 SPRG |
|             | Date Code              |                      | LO            |
|             | 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                 | Abused; Not Functioning        | SEPARATED FROM BODY                     |
|                          | Stop                   | Slightly Worn; Functioning     | BINDS,SLUGGISH                          |
| 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; Not Functioning |                                         |
|                          | Stock Condition        | Worn; Functioning              | MARS,SCRATCHES,DENTS                    |
|                          | 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---                   | .012                                    |
|                          | Notch                  | Slightly Worn; Functioning     |                                         |
|                          | Tests                  | Test Fired                     | False                                   |
| Feeding Test             |                        | False                          |                                         |
| Trigger                  | Condition              | Slightly Worn; Not Functioning | DIRTY,STICKY,RUSTY. PARTS WORK SLUGGISH |
|                          | Pull                   | ---Select---                   | N/A                                     |
|                          | Altered                | False                          |                                         |
|                          | Sub-Assembly           | M/700 Bolt Lock                |                                         |
| Non-Remington Components | Description            |                                | TWO PIECE BASE                          |

# Remington®

22"  
LO 2/77  
1012

5785

January 28, 2011

Jeff Shannon  
PO Box 6  
Lolo, MT 59847

9705 LOLO CREEK RD  
LOLO MT  
59847

Subject: Case 5785, Model 700

Dear Mr. Shannon,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label 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 box 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  
APR 20 2011

BY: .....

A6415868

Model: 700



RE00228697

T.A. very dirty, sticky + rusty.  
Parts work sluggish. Replace  
TPA under BLP for \$20.00.  
Fit new Bolt handle, clean  
+ TEST FIRE AT 1/2 normal cost.  
will fit a used str in good cond  
when Quotes Accepted.  
Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 21549

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

|                                                                                                                             |  |                         |                 |
|-----------------------------------------------------------------------------------------------------------------------------|--|-------------------------|-----------------|
| Model Number: 700                                                                                                           |  | Serial Number: A6415868 |                 |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO                            |  |                         |                 |
| Name: JEFF SHANNON                                                                                                          |  | Date of Purchase:       |                 |
| Address (no PO Boxes): 9205 LOLO CREEK Rd                                                                                   |  |                         |                 |
| City: LOLO                                                                                                                  |  | State: MT               | Zip: 59847-0006 |
| Phone (Daytime): 406 370 4205                                                                                               |  | Fax:                    |                 |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) JEFF_SHANNON@BRESNAN.NET |  |                         |                 |
| E-mail Address:<br><input type="checkbox"/> I would like to receive future e-mail updates from Remington.                   |  |                         |                 |
| Please describe your problem and date of occurrence:                                                                        |  |                         |                 |
| #1 BOLT HANDLE CAME OFF WHEN I OPENED?                                                                                      |  |                         |                 |
| #2 GUN FIRES ON SAFTY - WHEN MOVE FROM SAFE TO FIRE SHE FIRES                                                               |  |                         |                 |
| * IF YOU HAVE ANY FACTORY SECONDS STOCKS<br>YOU WANT BE USING A NEW STOCK WOULD BE NICE                                     |  |                         |                 |
| 500 characters left                                                                                                         |  |                         |                 |
| Ammunition Information:                                                                                                     |  |                         |                 |
| Manufacturer: REMINGTON                                                                                                     |  | Type: CORE & 1/2 T      |                 |
| Other (i.e. bullet weight/type, shot size, powder):                                                                         |  |                         |                 |
| 165 GR                                                                                                                      |  |                         |                 |
| Handload Information:                                                                                                       |  |                         |                 |
| Powder Used:                                                                                                                |  | Powder Weight:          |                 |
| Case/Hull Used:                                                                                                             |  | Primer Used:            |                 |
| Bullet Type/Shot Size:                                                                                                      |  | Reloader Used:          |                 |

(I HAVE OWNED THIS RIFLE SINCE 1976  
KILLED 40 ELK & ??? DEER.)

THANK YOU

700 Log Sheet – 2010 CNBC Story

Date: 1/28/10 CSR: CM

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

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

Consumer Name: Jeff Shannon

Address: PO Box 6

Lolo MT 59847

Phone: 406-273-2008

Serial #: 700.223

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

Comments:

\_\_\_\_\_  
 \_\_\_\_\_

new  
 1988 purch.  
 occasionally has fired  
 safe rel. Has bolt lock.



www.remington.com

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

## ARS LABEL REQUEST FORM

|                   |           |                     |         |
|-------------------|-----------|---------------------|---------|
| DATE:             | 1/28/2011 | REQUESTED BY:       | christy |
| QUANTITY:         | 1         | WEIGHT PER PACKAGE: | 10      |
| PLEASE CHECK ONE: |           |                     |         |
| MEDIA             |           | xx                  |         |
| COORDINATOR       |           |                     |         |
| TO MAIL           |           | I WILL MAIL         |         |
| DESCRIPTION:      |           |                     |         |
| 700               |           |                     |         |

## LABEL INFORMATION

|                 |                                            |
|-----------------|--------------------------------------------|
| MAIL LABEL TO:  | Jeff Shannon<br>PO Box 6<br>Lolo, MT 59847 |
| RETURN ITEM TO: | Rem Prod Serv                              |

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

4XX596 JAN 31, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066021919  
REF 1:JEFF SHANNON/CD/CM  
REF 2:700

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 12.40 PUB+HANDLING 12.40











