

Remington Arms Co., Inc.
Product Service
Legal Case #:6099

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
229585	4/25/2011	4/8/2011	4/26/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Edna	Villarreal						C 361-527-5981
Incident		Alfonso	Villarreal	411 N. Maria St	Hebbronville	TX	78361		E edna.villarreal@ymail.com

Incident Information

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

4/8/11 Per call from Edna, her husband has a Model 700 that has twice fired when the safety was released.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/17 REM	n/a	6546886	CW	4/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	U			

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, replace TPA, clean, test fire at BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
30.40	4/28/2011

4/8/11 Emailing ARS, letter and repair form.cm 4/28/11 Per Ilion, could not duplicate concern. Trigger assm dirty, set screws altered. Replace TPA, clean, test fire at BLSM program price of \$20 + S&H.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/26/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 17 REM
	Date Code		CW
	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---	
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---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, TRIG NOT RETURNING PROPERLY
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Non-Remington Components	Description	TWO PIECE BASE
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24"
CW4/7i
2#
1009

6099

April 8, 2011

Alfonso Villarreal
411 N Maria St
Hebbronville, TX 78361

Subject: #6099, Model 700

Dear Mr. Villarreal,

Thank you for your patience. You should receive an email with the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory within the next 24-48 hours. 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 boxes with "Product Service".

Also, complete the repair form and insert it inside the box also.

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

67.40
37.
30.40

Sincerely,

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

RECEIVED
APR 27 2011

BY:

could not duplicate concern.
T.A. dirty & set screws altered.
Replace TPA, clean & test fire
under BLP for \$20.00 + ship

Quote

6546886

Model: 700



RE00229585

Remington

gton Drive • P.O. Box 700 • Madison, NC 27025

Phone 800-243-9700 • www.remington.com

Factory Repair Form

Model Number:	Remington 700	Serial Number:	6546886
Are you the original owner?	No		
Name:	Alfonso Villarreal	Date of Purchase:	2003
Address:	P.O. Box 337 / 411 N. MARIA		
City:	Hebbbronville	State:	TX
Zip:	78361		
Home phone:	3615275327	Daytime phone:	3612310068
Cell phone:	3613182226	Fax:	3615273571
Email Address	edna.villarreal@yahoo.com		
Please describe your problem and the date of occurrence:			
Gun is going off when you take it off safety. It has happen twice to me it could have been fatal. Feb. 2010 March 2011			
Ammunition Information:	Remington Ammunition		
Manufacturer:	Remington	Type:	25 Gr. Hornedv AP
Other (i.e. bullet weight/type, shot size, powder):	14P R17R2		
Handload Information:			
Powder Used:	N/A	Powder wt:	N/A
Case/Hull Used:	N/A	Primer Used:	N/A
Bullet Type/Shot Size:	N/A	Reloader Used:	N/A
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used:	Remington Oil		
How often do you clean the bore? (Months or # of rounds):	-o-		
How often do you clean the action? (Months or # of rounds):	20 shots		
How often do you clean the trigger? (Months or # of rounds):	-o-		
Brand of lubricant used:	Remington		
How often do you lubricate the bore? (Months or Number of rounds)	-o-		
How often do you lubricate the action? (Months or Number of rounds)			
How often do you lubricate the trigger assembly?	-o-		
Have you ever reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	No		
When was the last time your firearm was serviced by an authorized repair center?	Never		
If so, what were the services that were performed?	N/A		
<p>* 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 in a firearm box. (Note: original firearm boxes will not be returned.) *Remove all accessories. *Provide a return address on both the outside and inside of the box. *Ship it insured. Our company is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p>			

From: Mitchell, Christy (Christy.Mitchell@remington.com)
To: edna.villarreal@ymail.com;
Date: Fri, April 8, 2011 10:04:38 AM
Cc:
Subject: Villarreal, Alfonso.cm.doc

Mrs. Villarreal, please print the attached and include them inside the box with the rifle. You should receive another email within 24-48 business hours that will contain the UPS ground shipping label.

If you have any questions feel free to call or email.

Christy Mitchell
Consumer Affairs Administrator
PO Box 700
870 Remington Dr
Madison, NC 27025
800-243-9700, ext 8684
Fax: 336-548-7872
christy.mitchell@remington.com

Case #	6099	Date of Call	4/8/11	Date of Incident		PreLit		Lit		Obs	
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Reporter name		Incident Name/Age	Alfonso Villarreal
address		address	
contact #'s		contact #'s	411 N. Maria St
			Hebbbronville, 78361
email		email	edna.villar@gmail.com

Injury	361-527-5981
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
			172					

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

Other Product	
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Notes:	FSR twice 700 6546886
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Customer's Request	
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My actions/offers	
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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	4/8/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA	Email to him at:		
COORDINATOR	<u>edna.villarreal@ymail.com</u>		
TO MAIL	xxxxxxxxxxxxxxxxxxxxxx	I WILL MAIL	
DESCRIPTION:			
700 6546886			

LABEL INFORMATION

MAIL LABEL TO: Alfonso Villarreal
411 N. Maria St
Hebbronville, TX 78361
361-527-5981

RETURN ITEM TO: Rem Prod Serv

PLEASE COMPLETE ALL PARTS OF THIS FOR

edna.villarreal@ymail.com

4XX596 APR 8, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065151914
REF 1: ALFONSO VILLARREAL/CD/CM
REF 2: 700/6546886

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 1.00
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 11.93 PUB+HANDLING 11.93









