

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6368

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
237161	8/3/2011	7/19/2011	8/4/2011	6/30/2011			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Festus Police Dept.	Det Tom Cox	Festus Police D	100 Park Ave.	Festus	MO	63028		W 636-937-3646 C 314-856-5302 F 636-937-8086 E trcox51@cityoffestus.org

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	Concern:1007	Fired on Safe Release	Unknown	
C	FSR			

7/19/11: Det. Tom Cox called in. He stated an officer was on the range about 2 weeks ago & had a FSR. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25711	E6875129	RP	11/14/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
12/21/1995	KIESLER POLICE SUPPLY INC		Y			

CONCERN:FSR

## Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Federal	Match Gold Medal/168 gr	308 WIN				
Concern	Other	Factory	Reload			
0:		Y	N			

## 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

7/19/11: Mailing ARS, letter, form. df 7/25/11: Det. Cox called & needs a box. Box order# 1236220. df 8/10/11: Per Ilion - TA set screws altered, some rusting on TA, Replace TA, clean & test fire @ 1/2 normal cost - quote. I spoke to Det Tom Cox & he stated that payment would be sent with the quote. It may take a little while due to their approval process. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/4/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
	Description		26" 308 WIN HB

Barrel	Date Code		RP
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	RUSTY, MIN TRIG RETURN WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

# Remington®

2611  
RPN/95  
2#  
1012

6368

July 19, 2011

Festus Police Dept.  
Attn: Det. Tom Cox  
100 Park Ave.  
Festus, MO 63028  
Phone: 314-856-5302

Ref: # 6368, Model 700

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form.

**Please include a copy of this letter and form to put inside the shipping container. The letter and form inside are 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 Arms Co., LLC  
Phone: 1-800-243-9700 press 0 and ask for ext 8686  
Fax: 336-548-7872

RECEIVED  
AUG 09 2011

BY: .....

E6875129

Model: 700



RE00237161

T.A. set screws altered, some  
rusting on T.A., replace T&A,  
clean & Test Fire at 1/2  
Normal cost.

Quote

Print

Reset

<b>Model</b> Number: 700		<b>Serial</b> Number: E6875129	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Festus Police Dept.		Date of Purchase: 12-21-1995	
Address (no PO Boxes): 100 Park Ave.			
City: Festus	State: MO	Zip: 63028	
Phone (Daytime): 636-937-3646		Fax: 636-937-8086	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) trcox51@cityoffestus.org			
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: On June 30, 2011, Ptn. Davis set the rifle up for qualification. When he released the safety, the rifle fired a round without his finger on the trigger.  A copy of Ptn. Davis' memo is attached to this form.			
500 characters left			
<b>Ammunition Information:</b>			
Manufacturer: Federal		Type: Match - Gold Medal	
Other (i.e. bullet weight/type, shot size, powder): 308 - 168 Grain			
<b>Handload Information:</b>			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used:	Hoppe's Gun Cleaner
How often do you clean the bore? (Months or Number of rounds)	Monthly
How often do you clean the action? (Months or Number of rounds)	Monthly
How often do you clean the trigger assembly? (Months or Number of rounds)	Monthly
Brand of lubricant used:	REM Oil
How often do you lubricate the bore? (Months or Number of rounds)	Monthly
How often do you lubricate the action? (Months or Number of rounds)	Monthly
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Monthly
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	
Unknown	
What were the services performed?)	Unknown
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>	
<p><input type="checkbox"/> <b>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.</b></p> <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.

Det. Tom Cox

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From: Ptn. Jeff Davis  
Sent: 07/19/2011 2037  
To: Det. Tom Cox; Ptn. Jeff Davis; Sgt. Cory Fitzsimmons; Cpl. Tim Arnold; Capt. Don Lassing  
Subject: RE: Remington 700 Rifles

SIR,

ON JUNE 30, 2011, AT APPROXIMATELY 1200 HOURS I SET MY SNIPER RIFLE (REMINGTON 700) UP FOR QUALIFICATION. I RELEASED THE SAFETY PIN AND THE RIFLE ~~SIMULTANEOUSLY FIRED A ROUND DOWN RANGE. IT SHOULD BE NOTED THAT MY FINGER WAS~~ NOT IN THE TRIGGER GUARD AND THE RIFLE FIRED AS SOON AS THE SAFETY PIN WENT INTO THE FIRING POSITION.

RESPECTFULLY SUBMITTED,

PTN. JEFF DAVIS DSN, 65

-----Original Message-----

From: Det. Tom Cox  
Date: 7/19/2011 9:29:58 AM  
To: Ptn. Jeff Davis; Sgt. Cory Fitzsimmons  
Cc: Sgt. Bill Stewart; Chief Tim Lewis; Capt. Don Lassing  
Subject: Remington 700 Rifles

Jeff,

As of today, the Remington 700 rifles have been taken out of service until further notice. Due to the safety / firing issue, I will be contacting Remington for advice on what should be done at this point.

As soon as possible, please send me an email describing the exact process and events so we have documentation on the incident.

Again, these rifle are not to be taken out of the armory for ANY reason.

If anyone has any questions, PLEASE CONTACT ME..

Thanks,

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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:	7/19/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
<b>MEDIA COORDINATOR TO MAIL</b>		<b>I WILL MAIL</b>	<b>XXXXXX</b>
DESCRIPTION: Ref# 6368 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Festus Police Dept. Attn: Det. Tom Cox 100 Park Ave. Festus, MO 63028 Phone: 314-856-5302
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 JUL 19, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066953001  
REF 1:FESTUS PD/TOM COX/CD/DMF  
REF 2:REF#6368/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 9.70 PUB+HANDLING 9.70











