

Remington Arms Co., Inc.
 Product Service
 Legal Case #:6551

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
241848	9/27/2011	9/9/2011	9/28/2011				

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

Incident Information

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

9/9/11: Det. Tom Cox called in. He has been going through inventory in the armory & said this rifle reportedly had a FSR about a year ago. Sending it back for exam & repair. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25711	E6817313	KP	6/23/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
12/21/1995	KIESLER POLICE SUPPLY INC		Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
			Remington/700/CF/BA			

Per Ilion - Quote to repair

Repair/Replacement Cost Repair/Replacement Date

9/9/11: Mailing ARS, letter, form. df 10/5/11: Per Ilion - TA screws altered. Trigger not returning properly. Replace TA, clean & test fire @ 1/2 normal cost - quote. Det. Tom Cox called & said his agency will be mailing a check to pay for repair. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/28/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 308 WIN HB
	Date Code		KP
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn; Functioning	

	Condition		
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; 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	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

Remington®

26"
KPS/9
2#
.014

6551

September 9, 2011

Festus Police Dept.
Attn: Det. Tom Cox
100 Park Ave.
Festus, MO 63028
Phone: 636-937-3646

Ref: # 6551, Model 700, Serial # E6817313

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

enclosure

RECEIVED
OCT 04 2011

T.A. set screws altered, TPA,
not returning properly.
replace TPA, clean & test fire
at 1/2 normal cost.

Quote

Serial Number

E6817313

Model: 700

BY: _____



RE00241848

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

Print

Reset

Model Number: <input type="text" value="700"/>		Serial Number: <input type="text" value="E6817313"/>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text" value="Festus Police Dept."/>		Date of Purchase: <input type="text" value="12-21-1995"/>	
Address (no PO Boxes): <input type="text" value="100 Park Ave."/>			
City: <input type="text" value="Festus"/>	State: <input type="text" value="MO"/>	Zip: <input type="text" value="63028"/>	
Phone (Daytime): <input type="text" value="636-937-3646"/>		Fax: <input type="text" value="636-937-8086"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text" value="trcox@cityoffestus.org"/>			
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: <div style="border: 1px solid black; padding: 5px; min-height: 100px;"> While snipers were practicing for qualifications, officer loaded weapon and started sighting on target. When he released the safety, the firearm discharged a round while his finger was off the trigger </div>			
500 characters left			
Ammunition Information:			
Manufacturer: <input type="text" value="Federal"/>		Type: <input type="text" value="Match-Grade Medal"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text" value=".308 - 168 grain"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

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? YES 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:

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Ilion, NY 13357

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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	9/9/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6551 rifle			

LABEL INFORMATION

MAIL LABEL TO: Festus Police Dept. Attn: Det. Tom Cox 100 Park Ave. Festus, MO 63028 Phone: 636-937-3646
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 SEP 12, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066947367
REF 1:FESTUS POLICE DEPT/SWP/DELL
REF 2:REF# 6551 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 9.61 PUB+HANDLING 9.61







