

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5244

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
242302/242327	9/30/2011	11/30/2010	10/3/2011				X

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mark	Fjone	5223 E. Aire Libre	Scottsdale	AZ	85254		H 602-385-1253

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	Fired when touching the safety	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

11/30/10 Per call from Mark, he has 5 Model 700's and 2 Model 600's. One of the 700's fired when he touched the safety and was sent to the factory for repair. The trigger was replaced in 2007, repair # 125620. The trigger screws had been altered. He would like all the rifle inspected for safety since he bought them all 2nd hand. I recommended Vang Comp in AZ for the 700's and offered prepaid labels for the obsolete 600's to come to the factory.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6365913	DT	9/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	OLYMPIC WHLSE LOS ANGELES CAL	TWO PIECE BASE	N			

CONCERN:BLP

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	600/	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

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
Per Ilion, fit new TPA, clean and test fire under BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	163.44	10/10/2011				

11/30/10 Mailing 2 boxes and 2 ARS labels.cm 10/10/11 Per Ilion, per request to perform BLSM + fit new adjustable x-mark pro TPA, will fit new TPA, clean and test fire under BLSM program price of \$20 + S&H.cm 11/7/11 Mohawk 600: MFD of 11/77 Qualify for program were we fit a new T.P.A, clean, test for 20\$ + shipping.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		10/3/2011

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPRG
	Date Code		DT
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	--Select--	.005
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	HAS EXCESSIVE OVER TRAVEL
	Pull	--Select--	7#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
------	----------	------	---------

5244  
December 1, 2010

Mark Fjone  
5223 E. Aire Libre  
Scottsdale, AZ 85254

Subject: #5244, 2 x Model 600's

Dear Mr. Fjone,

Enclosed are two prepaid UPS ground shipping labels for shipment of the Model 600 rifles. Please include a copy of this letter with each 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". Apply the label to your box and take it to a UPS terminal or driver for shipping.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as 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  
OCT 04 2011

BY: \_\_\_\_\_

Per request to perform BLP +  
fit new Adj-x-mark pro TPA.  
will fit new TPA, clean + test fire  
under BLP for \$20.00 + ship

6365913

Model: 700



RE00242302

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 23377

700/3006

September 23, 2011

Remington Arms Company, Inc.  
Ilion Firearms Plant  
Attn: Product Services / BL Safety Program  
14 Hoefler Avenue  
Ilion, NY 13357

RE: Remington Model 600 Mohawk, Serial Number A653 1201 Caliber .308

AND

Remington Model 700 Serial Number 636 5913 Caliber .30-06

TWO RIFLES, TWO SEPARATE BOXES, ONE COMBINED COVER LETTER

To Whom It May Concern

As a life- long Remington Customer all I need and deserve is total assurance that all of my Remington rifles (all ten of them) are totally safe and reliable in all regards....especially when it comes to the area of the safety and the trigger since many dangerous allegations have been recently raised.

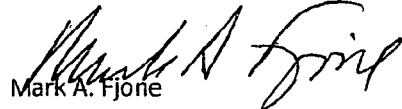
To use the same words from the Remington website...no customer should be subjected to a rifle produced by such a reputable company as yours that might be ....JUST ONCE...unsatisfactory or potentially unsafe from an operational standpoint. When analyzing these mechanical devices I guess my trust is in Remington's hands to be SURE that they are safe and reliable in all respects. With all that said, I now ask you to proceed with the Safety Modification Program which some might say is a subjective evaluation at best. So better to favor the safe side; remove and replace the older styles ....to be as sure as one can be. It would be preferred, based on information provided by Remington personnel, that both triggers be replaced with the X-Mark Pro Adjustable triggers which have the bolt-lock removed.

On the Model 600 is there a metal trigger guard floor plate assembly that can be installed in place of the plastic one that was originally issued? Also do you have a Remington recoil pad that would fit on the included Ram-line nylon stock? Please advise.

On the Model 700 I left the Weaver style flat scope base (70) attached since it should not interfere with your inspection.

One repair form is attached for each rifle. Please contact me at 602-385-1253 during the work day to discuss what work will be done.

Thank you so much for your professional assistance.



Mark A. Fjone  
5223 East Aire Libre  
Scottsdale, AZ 85254

Remington09232011

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

Model Number:	700	Serial Number:	6365913
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name:	MARK A. FJONE	Date of Purchase:	
Address (no P.O. Boxes): 5223 E Aire Libre			
City:	SCOTTSDALE	State:	AZ
		Zip:	85254
Phone (Daytime):	602-385-1253	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) MA FJONE@Cannon-Wendt.com			
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:			
<div><div>X</div><div>3006 MANUFACTURED 1970 SAFETY MODIFICATION PROGRAM REPLACE TRIGGER WITH X-MARK PRO ADJUSTABLE TRIGGER. HOW DOES THE BARREL LOOK?</div></div>			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

636 5913

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	AFTER EVERY SHOOTING
How often do you clean the action? (Months or Number of rounds)	✓ ✓ ✓
How often do you clean the trigger assembly? (Months or Number of rounds)	ANNUALLY
Brand of lubricant used:	
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="radio"/> YES <input type="radio"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	
NOT KNOWN	
What were the services performed?)	
NOT KNOWN	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<p>⚠ 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.</p> <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, 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.</p>	

MARK FJOME  
5223 E AIRE LIBRE  
SCOTTSDALE AZ 85254

10 LBS

1 OF 1

1 OF 1

RETURN SERVICE  
CUSTOMER RECEIPT

RS

SHIP TO:

REMINGTON ARMS  
PRODUCT SERVICES  
14 HOEFLER AVE.  
ILION NY 13357

SHIP TO:  
REMINGTON ARMS  
PRODUCT SERVICES  
14 HOEFLER AVE.  
ILION NY 13357

CUSTOMER SERVICE  
800-742-5877

PACKAGE CONTENTS: FIREARMS

REF 1: MARK FJOME/CD/CM  
REF 2: ~~600~~ RIFLE

700

700-3006

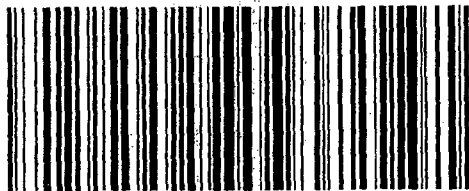


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6633 5223



BILLING: 3RD PARTY  
DESC: FIREARMS  
RETURN SERVICE

REF 1: MARK FJOME/CD/CM  
REF 2: ~~600~~ RIFLE

WS 12.0.17

LP2442 09.0A 10/2010



SEE NOTICE ON REVERSE regarding UPS Terms and notice of Restrictions of Liability. Where allowed by law, shipper authorizes UPS to act as forwarding agent for export control and customs purposes. If reported from the US, shipper certifies that the commodities, technology or software were exported from the US in accordance with the Export Administration Regulations. Diversion contrary to law is prohibited.

IMPORTANT NOTICE TO ANYONE HANDING OVER GOODS TO UPS

This document is a receipt only and you are named on the attached label/document exclusively for identification purposes. The contract of carriage is between UPS and its customer. There is no contract between you and UPS. By handing over the goods to UPS, you agree that UPS collects the goods on behalf of its customer and accepts no liability whatsoever to you or anyone other than its customer for any loss, delay, or damage to goods resulting from negligence or any other cause.

THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER  
RETURNING THE MERCHANDISE

UPS GROUND

TR#: 1Z 4XX 596 90 6633 5223



SEE NOTICE ON REVERSE regarding UPS Terms and notice of Restrictions of Liability. Where allowed by law, shipper authorizes UPS to act as forwarding agent for export control and customs purposes. If reported from the US, shipper certifies that the commodities, technology or software were exported from the US in accordance with the Export Administration Regulations. Diversion contrary to law is prohibited.

Case #	5244	Date of Call	11/30/10	Date of Incident		PreLit		Lit		Ops	
--------	------	--------------	----------	------------------	--	--------	--	-----	--	-----	--

Reporter name		Incident Name/Age	Mark Fjome
address		address	
contact #'s		contact #'s	
email		email	

Injury	
--------	--

Medical Treatment	
-------------------	--

Alleged cause	
---------------	--

Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700								

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

Other Product	
---------------	--

Notes:	<p>old style trigger 2007 125620</p> <p>1 had issue - touch safety &amp; gun went off twice son-in-law was handling!</p> <p>5x700 2x600's) All 2nd</p>
--------	--

Customer's Request	1163993
--------------------	---------

My actions/offers	2x boxes 2x ARS
-------------------	-----------------





www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/30/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: 2 x Model-600 rifles **print 2 labels**			

## LABEL INFORMATION

MAIL LABEL TO:	Mark Fjome 5223 E. Aire Libre Scottsdale, AZ 85254
RETURN ITEM TO:	Rem Product Service

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

4XX596 DEC 1, 2010 ALL CURR USD 1 OF 1  
SVC GNDCOM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066335223  
REF 1: MARK FJOME/CD/CM  
REF 2: 600 RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
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 11.74		PUB+HANDLING 11.74	

4XX596 DEC 1, 2010 ALL CURR USD 1 OF 1  
SVC GNDCOM ACT WT 10.0 LBS  
TRACKING# 1Z4XX596906685613  
REF 1: MARK FJOME/CD/CM  
REF 2: 600 RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
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 11.74		PUB+HANDLING 11.74	