

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6560

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
242769	10/7/2011	9/13/2011	10/10/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Ford	PO Box 9 20912 Hwy 174	Converse	LA	71419		H 318-567-2691 E ford5719@bellsouth.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Hole in roof	Cause:4038 Could Not Duplicate Concern		Unknown	
S Fired with safety on	Concern:1028 Fired With Safe ON			
C				

9/13/11 Per call from Ford, about 4-5 years ago, with the safety on, standing on his porch with the gun pointed up it fired when he was unloading the blind mag. He had unloaded the one in the chamber while he was still in the field.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPRG	27478	E6859787	DP	9/6/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART WAREHOUSE #3R TWO PIECE BASE,BOTTOM HALF RINGS		Y			

CONCERN:FBC

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, will replace TPA, clean and test fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.40	10/17/2011				

9/13/11 Mailing ARS.cm 10/17/11 Per Ilion, could not duplicate concern. Trigger assm dirty and rusty. Safety arm is broken/cracked. Will replace TPA, clean and test fire at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/10/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		DP
	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	SOME RUST UNDER STOCK
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Abused; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY SAFETY ARM CRACKED
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,BOTTOM HALF RINGS

# Remington®

22"  
DP 9/95  
4.5#  
008

6560

September 13, 2011

Charles Ford  
PO Box 9  
20912 Hwy 174  
Converse, LA 71419

Subject: Case #6560, Model 700

Mr. Ford,

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 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  
OCT 13 2011

BY:.....

Serial  
Number:

E6859787

Model: 700



RE00242769

could not duplicate concern.  
T.A. dirty + rusty. Safety arm  
is broken/cracked. Will replace  
TPA, clean + test fire at N/C

#230145

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 23392

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

Model Number: Rem. 700		Serial Number: E6859787	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Charles FORD		Date of Purchase: 1997	
Address (no PO Boxes): 20912 Hwy. 174			
City: CONVERSE		State: LA	Zip: 714
Phone (Daytime): 318-567-2691		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) ford5719@bellsouth.net			
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:			
<p>Unloading after hunt on my back porch. As I ejected one shell, chamber another &amp; when I closed the bolt - it MISFIRED. NO ONE was injured. But, it was deafening. Have not used since, because I'm scared of it. Heard about Recall.</p>			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: CORE LOC	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information: N/A			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):	NOT Since Misfire
Brand of cleaning solution used:	Outers
How often do you clean the bore? (Months or Number of rounds)	yearly
How often do you clean the action? (Months or Number of rounds)	yearly
How often do you clean the trigger assembly? (Months or Number of rounds)	yearly
Brand of lubricant used:	Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	yearly
How often do you lubricate the action? (Months or Number of rounds)	yearly
How often do you lubricate the trigger assembly? (Months or Number of rounds)	yearly
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?	
Never	
What were the services performed?	
N/A	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, 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.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	9/13/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b>			
MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION:  E6859787 700			

## LABEL INFORMATION

MAIL LABEL TO:	Charles Ford PO Box 9 Converse, LA 71419 318-567-2691
RETURN ITEM TO:	Rem Prod Serv Case # 6560

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

4XX596 SEP 13, 2011 ALL CURR USD 1 OF 1  
SVC GNDCOM ACT WT 10.0 LBS  
TRACKING# 124XX5969065746700  
REF 1:CHARLES FORD/SWP/CHRISTY  
REF 2:E6859787

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 10.27 PUB+HANDLING 10.27







