

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6411

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
237521	8/9/2011	7/29/2011	8/18/2011	7/25/2011			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Randy	Francis	08593 St Rt 66	New Bremen	OH	45869		H 419-629-1040 E fran@mail2randy.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot out patio door	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

7/29/11: Customer called in. He stated that he bought gun new in 1977 & never had it altered & hasn't used it in a long time. He saw a show on tv about 2 yrs ago & saw some things on the internet about Remington & class action lawsuits. He stated he had a loaded gun in his home on 7/25/11 and when he closed the bolt, the gun fired & shot out his patio door & the damage was about \$1,000. He did not ask us to pay for the damage during our conversation. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	n/a	A6396269	BO	1/4/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAMMES BELEFONTAINE OH	TWO PIECE BASE	Y			

CONCERN:FBC

## 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
Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$61	8/18/2011				

7/29/11: Mailing ARS, letter, form. Box order# 1237710. df 8/18/11: Per Ilion - Could not duplicate concern. TA dirty, trigger pull screw altered. Replace TA, clean & test fire under BLM. I spoke to customer & he agreed to have work done at n/c - goodwill gesture. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/10/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 223 REM
	Date Code		BO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	DIRTY
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	3#
	Altered	True	PULL SCREW ALTERED
Non-Remington Components	Description		TWO PIECE BASE

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6411&Type=Case>

8/18/2011

	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
	Description	

# Remington®

6411

24"  
701/77  
3#  
007

July 29, 2011

Randy Francis  
08593 SR 66  
New Bremen, OH 45869  
Phone: 419-629-1040

Ref: # 6411, Model 700, Serial # A6396269

Dear Mr. Francis,

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 will contact you once I get the report.

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 15 2011

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

could not duplicate concern  
T.A. Dirty, pull screw altered.  
Replace TPA, clean + TEST fire  
under BLP for \$20.00 + ship

to code

Serial  
Number:

A6396269

Model: 700



RE00237521

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 23419

Print

Reset

<b>Model</b> <b>Number:</b> 700		<b>Serial</b> <b>Number:</b> A6396269	
<b>Are you the original owner?:</b> <input type="checkbox"/> YES <input type="checkbox"/> NO			
<b>Name:</b> Randy S. Francis		<b>Date of Purchase:</b> 1977-1978	
<b>Address (no PO Boxes):</b> 08593 St Rt 66			
<b>City:</b> New Bremen		<b>State:</b> Oh	<b>Zip:</b> 45869
<b>Phone</b> <b>(Daytime):</b> 419-629-1040		<b>Fax:</b>	
<b>E-mail Address:</b> (if e-mail address is provided, notification of receipt and shipment will be sent) fran@mail2randy.com			
<b>E-mail Address:</b> <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b> Had one round in chamber, one in mag well.  Worked bolt to eject 1st round, worked bolt to eject 2nd round ....gun fired when closing bolt on 2nd round.			
346 characters left			
<b>Ammunition Information:</b>			
<b>Manufacturer:</b>		<b>Type:</b>	
Other (i.e. bullet weight/type, shot size, powder): ,			
<b>Handload Information:</b>			
<b>Powder Used:</b> Ranshot TAC		<b>Powder Weight:</b> 23 gr.	
<b>Case/Hull Used:</b> PMC		<b>Primer Used:</b> CCI # 41	
<b>Bullet Type/Shot Size:</b> 50gr Honady		<b>Reloader Used:</b> Dillon	
<b>Firearms Care (Cleaning and Lubrication):</b>			
<b>Brand of cleaning solution used:</b> Hoppes + Rem oil			

How often do you clean the bore? (Months or Number of rounds) 20 rounds
How often do you clean the action? (Months or Number of rounds) same
How often do you clean the trigger assembly? (Months or Number of rounds) same
Brand of lubricant used: Rem Oil or CLP
How often do you lubricate the bore? (Months or Number of rounds) 20
How often do you lubricate the action? (Months or Number of rounds) same
How often do you lubricate the trigger assembly? (Months or Number of rounds) same
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input 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?)
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;"><b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoefler Avenue</b>  <b>Ilion, NY 13357</b></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 return address will be refused.</p> <p style="text-align: center;">:: 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</p>



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	7/29/2011	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# 6411 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Randy Francis 08593 SR 66 New Bremen, OH 45869 Phone: 419-629-1040
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 29, 2011 ALL CURR USD 1 OF 1  
SVC GNDCOM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969065756842  
REF 1: RANDY FRANCIS/CD/DMF  
REF 2: REF#6411/RIFLE

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 9.12 PUB+HANDLING 9.12









