

Remington Arms Co., Inc.
Product Service
Legal Case #:5473

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 243042 | 10/11/2011 | 12/20/2010 | 10/12/2011 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|-------------------|---------|-------|-------|-----|---------------------------|
| Incident | | Chris | Grove | 3011 Chatooga Way | Bonaire | GA | 31005 | | E.j.chris.grove@gmail.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|--------------------------------|--|-------------------|----------------|
| PI | | | | |
| PD | | | | |
| S | Has fired when removing safety | Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release | Unknown | |
| C | | | | |

PI

PD

S Has fired when removing safety

Cause:4038 Could Not Duplicate Concern
Concern:1007 Fired on Safe Release

Unknown

C

12/20/10 Per email sent to Remington.com, incid # 101214-000054, "I have a Remington Model 700 that has twice discharged without trigger input while moving the safety lever to "fire" to unload the weapon. I would like to know if you have had complaints of this nature previously and whether any corrective action is available. I have researched this on line and find several postings that indicate a systemic problem with the pre-1982 Model 700 bolts/trigger mechanism."cm

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|-----------------|----------------|----------------|--------|------|----------|
| Remington | CF/BA | 700/3006 SPRG | n/a | 333041 | LR | 2/1/1968 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | | TWO PIECE BASE | N | | | |

CONCERN: FSR

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, replace TPA, clean, test fire at BLSM program price | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | 45.40 | 10/14/2011 | | | | |

12/20/10 Mailing ARS.cm 10/14/11 Per Ilion, could not duplicate concern. Trigger assm dirty. Replace TPA, clean and test fire at BLSM program price of \$20 + S&H.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|-----------------------------|---------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 10/12/2011 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 22" 3006 SPRG |
| | Date Code | | LR |
| | 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 | Worn; Functioning | |
| | Stock Condition | Worn; Functioning | |
| | Fore End Condition | ---Select--- | |
| Receiver | Condition | Slightly Worn; Functioning | |
| | Bulged | False | |
| Safety | Description | | M/700 BOLT LOCK SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | .010 |
| | Notch | Slightly Worn; Functioning | |
| | | | |
| Feeding Test | Tests | Test Fired | False |
| | | False | |
| Trigger | Condition | Slightly Worn; Functioning | DIRTY |
| | Pull | ---Select--- | 5# |
| | Altered | False | |
| | Sub-Assembly | M/700 Bolt Lock | |
| Non-Remington Components | Description | | TWO PIECE BASE |

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

| | | | |
|--|--|---------------------------|------------|
| Model Number: 700 | | Serial Number: 333041 | |
| Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | | | |
| Name: J. CHRIS GROVE | | Date of Purchase: UNKNOWN | |
| Address (no PO Boxes): 3011 CHATBOGA WAY | | | |
| City: BOWAIRE | | State: GA | Zip: 31005 |
| Phone (Daytime): 302-632-7613 | | Fax: | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) J. CHRIS. GROVE@GMAIL.COM | | | |
| 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: AFTER A DAY HUNTING, AS I GO TO UNLOAD THE WEAPON BY MOVING SAFE SWITCH TO FIRE TO OPEN BOLT, THE WEAPON DISCHARGES. HAS ONLY HAPPENED TWICE, ABOUT 10 YEARS AGO AND LAST HUNTING SEASON | | | |
| 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: | |

22"
LRZ/68
5#
010

5473

December 20, 2010

Chris Grove
3011 Chatooga Way
Bonaire, GA 31005

Subject: #5473, Model 700

Dear Mr. Grove,

Thank you for your patience. Enclosed is a 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 that this incident has caused 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

RECEIVED
OCT 13 2011

BY:.....

could not duplicate concealer
T.A. dirty. replace TPA, clean &
TEST fire under BCP Ron & 2000
+ ship

Quote

Serial Number:
333041
Model: 700



RE00243042

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

PS 23577

| |
|-----------------------------|
| Reference # |
| 101214-000054 |
| Status |
| Unresolved |
| Assigned To |
| Administrators Christy - |
| Product |
| History |
| SLA |
| Not specified |
| Queue |
| CSR |
| Date Created |
| 12/14/2010 12:27 PM |
| Initial Response |
| None |
| Last Updated |
| 12/15/2010 04:10 PM |
| Customer SmartSense |
| 0 (on -3 to +3 scale) |
| Staff SmartSense |
| 0 (on -3 to +3 scale) |

Model 700**Discussion Thread****Customer (Chris Grove)**

12/14/2010 12:27 PM

Sir/Ma'am,
I have a Remington Model 700 that has twice discharged without trigger input while moving the safety lever to "fire" to unload the weapon. I would like to know if you have had complaints of this nature previously and whether any corrective action is available. I have researched this on line and find several postings that indicate a systemic problem with the pre-1982 Model 700 bolts/trigger mechanism. I don't believe everything I read on the Internet, but there is enough there to incite concern. Please advise.
Thank you.

James C. Grove
3011 Chatooga Way
Bonaire, Ga 31005

Primary Contact

First Name: Chris
Last Name: Grove
Organization:
Login: j.chris.grove@gmail.com
Title:
Contact Type:
Email: j.chris.grove@gmail.com
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

5473



www.remington.com

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

ARS LABEL REQUEST FORM

| | | | |
|---|------------|-----------------------|---------|
| DATE: | 12/20/2010 | REQUESTED BY: | christy |
| QUANTITY: | 1 | WEIGHT PER PACKAGE: | 10 |
| PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL | | xx I WILL MAIL | |
| DESCRIPTION: 700 | | | |

LABEL INFORMATION

| | |
|-----------------|--|
| MAIL LABEL TO: | James C. Grove 3011 Chatooga Way Bonaire, Ga 31005 |
| RETURN ITEM TO: | Rem Prod Service |

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

4XX596 DEC 21, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067693602
REF 1: JAMES C GROVE/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs:
DV 0.00 COD 0.00
DC 0.00 DGD 0.00
AH 0.00 PR 0.00
TOT PUB CHG 8.78

SVC T/P USD
RS 0.50
SD 0.00
SP 0.00
PUB+HANDLING 8.78





