

Remington Arms Co., Inc.
Product Service
Legal Case #:6947

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250965	12/19/2011	11/30/2011	1/3/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dave	Hopkins	5058 Barrett Rd	Cameron	NY	14819		H 607-776-7630

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	windown in house/seat in Cause:4038 Could Not Duplicate Concern			
S	car Concern:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	
C				

11/30/11 Per call from Hopkins, years ago his rifle fired when he moved the safety to fire but he thought he did something wrong. It fired a hole in the backseat of his truck. Recently it has happened again and he blew a hole in the window of his house. He was unloading the rifle and had dropped the floorplate to unload then was going to unload the round from the chamber and when he took the safety off (has a bolt lock) it fired. He is not the original owner.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	n/a	A6393611	BO	1/6/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT MONTDALE PA SCOPE BASE,BOTTOM HALF FRT RING		N			

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
Replace TPA, clean, test fire at no charge as goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	67.40	1/3/2012				

11/30/11 Mailing ARS.cm 1/3/12 Replace TPA, clean, test fire at no charge as goodwill gesture.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/20/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 22-250 REM
	Date Code		BO
	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	
	Stock Condition	Slightly 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---	.005
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,LITE RUST
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF FRT RING

24"
B01/7
5.5"
.005

COPY

6947

November 30, 2011

Dave Hopkins
5058 Barett Rd
Cameron, NY 14819

Subject: Case # 6947, Model 700, SR# 5297

Dear Mr. Hopkins,

Please include a copy of this letter with the firearm as well as the Service Request form.
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 small ends of the box "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

Serial Number:

A6393611

Model: 700



RE00250965

RECEIVED
DEC 22 2011

BY:

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6947

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number	Serial Number / Description	Date of Request:	11/30/2011
SR 0005297	A6393611	Date Printed:	11/30/2011
	Model 700		
Customer:		Destination:	
DAVE HOPKINS		Arms Services	
5058 BARETT RD		14 Hoefler Ave	
CAMERON, NY 14819 US		Ilion, NY 13357 US	
Email: Christy		Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Fired when releasing the safety.

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

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

Model Number:	700	Serial Number:	A6 39 3611
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: DAVID S. HOPKINS		Date of Purchase: 10-20-1991	
Address (no PO Boxes): 5058 BARETT RD			
City: CAMERON	State: NY	Zip: 14819	
Phone (Daytime): 607-776-7630		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Hdsn55@aol.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: 1992- PLACED GUN ON SEAT OF TRUCK-TO EMPTY RECEIVER FIRED WHEN REALISING THE SAFETY BLOWING SEAT TO NOTHING. COST ME \$900.00 TO REPAIR SEAT. 12-2001 TAKING LAST SHELL OUT OF GUN. SAFETY TO FIRE RELEASE BOLT + GUN FIRED BLOWING WINDOW OUT OF MY HOUSE. EMERGENCY SERVICES + NEW WINDOW COST ME \$800.00 ON A WEEKEND. I HAVE CONSULTED WITH A FIREARMS LAWYER- HE HAS INFORMED ME OF THE PROBLEMS REM. HAS HAD WITH MISFIRING MOD. 700. HOPE WE CAN RESOLVE THIS MATTER. David S. Hopkins			
Ammunition Information: ALWAYS PURCHASED MANUFACTURE AMMO.			
Manufacturer: REMINGTON		Type: 22-250	
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:	

Firearms Care (Cleaning and Lubrication): <u>WHEN NEEDED</u>	
Brand of cleaning solution used:	<u>Browning Gun oil + Lub-</u>
How often do you clean the bore? (Months or Number of rounds)	<u>END OF SEASON</u>
How often do you clean the action? (Months or Number of rounds)	<u>END OF SEASON</u>
How often do you clean the trigger assembly? (Months or Number of rounds)	<u>END OF SEASON</u>
Brand of lubricant used:	
How often do you lubricate the bore? (Months or Number of rounds)	<u>END OF SEASON</u>
How often do you lubricate the action? (Months or Number of rounds)	<u>END OF SEASON</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<u>END OF SEASON</u>
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?)	
What were the services performed?)	
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>	

ARS LABEL REQUEST FORM

DATE: 11/30/2011	Service Request # SR00005297
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelles	email address: Christy.Mitchell@remington.com

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

DAVE HOPKINS
5058 BARETT RD
CAMERON, NY 14819 US
SR00005297

Email: Christy

RETURN ITEM TO:

ILN

Arms Services



4XX596 NOV 30, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX596906667973
REF 1:SR00005297
REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRGS:		
DV 0.00	COD 0.00	SVC T/P USD RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 7.94	PUB+HANDLING	7.94

ATTN: Product Service #6947







