

Remington Arms Co., Inc.
Product Service
Legal Case #:6453

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
239650	8/31/2011	8/15/2011	9/1/2011	8/13/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Carl	Jowers	2351 Miles Rd	Elgin	SC	29045		H 803-600-8246

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Fired when safety was released	Concern:1007	Fired on Safe Release	Unknown
C				

8/15/11 Per call from Jowers, their deer season is now open and this past weekend he pulled the trigger and it did not fire. He put the safety on, unloaded it, then took the safety off and it fired. He is the original owner, bought about 6 yrs ago, and he has not made any alterations to the safety or trigger.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	26281	S6463775	BX	1/28/2003 11:19:27 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
7/14/2006	ELLETT BROTHERS INC	TWO PIECE BASE	Y			

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 1/2 normal cost						

Repair/Replacement Cost Repair/Replacement Date

8/15/11 Mailing box and ARS from Corporate.cm 9/7/11 Per Ilion, trigger assm dirty, sticky and set screws altered. Replace TPA, clean, test fire at 1/2 normal cost. Consumer Service rep discussed quote/inspect with him on 9/1. He has not decided whether he'll approve yet.cm 9/30/11 Jowers asked that it be repaired and sent back COD. I emailed instructions on cleaning the trigger and sent him an owner's manual.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/1/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		BX
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	DIRTY
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY, TRIG NOT RETURNING. WILL FOLLOW DOWN
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Mitchell, Christy

From: Carl Jowers [carl.jowers@prudential.com]
Sent: Friday, September 30, 2011 9:18 AM
To: Mitchell, Christy
Subject: Re: Remington Repair # 239650, Carl Jowers

Dear Christy,

Thank You for the follow up. I do want it repaired but money is tight at this time. It would be the latter part of next week before I could submit payment. Please advise me of what the next step would be.

Also, in the case the cleaning Remington is suggesting would fix the problem with my rifle does not work, what would my other options be?

Thank You
Carl Jowers

"Mitchell, Christy" <Christy.Mitchell@remington.com>

To "CARL.JOWERS@PRUDENTIAL.COM" <CARL.JOWERS@PRUDENTIAL.COM>
cc

Subject Remington Repair # 239650, Carl Jowers

Thu 09/29/2011 03:54 PM

Mr. Jowers, I wanted to be sure you did not want the rifle repaired before I marked it to be returned to you. Let me know by Oct 5th if you would like it repaired.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator/Field Armorer's School Administrator
PO Box 700
870 Remington Dr.
Madison, NC 27025-0700
Phone: 336.548.8684
Fax: 336.548.7872

Freedom Group Family of Companies

Remington, Bushmaster Firearms, DPMS / Panther Arms, Marlin, H&R, NEF, Dakota Arms, Parker Gun, L.C. Smith, EOTAC, Advanced Armament Corp., Barnes Bullets, INTC

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22"
BX1/03
3.5#
013

6453

COPY

August 15, 2011

Carl Jowers
2351 Miles Rd
Elgin, SC 29045

Subject: Case # 6453, Model 700

Dear Mr. Jowers,

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 boxes 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

RECEIVED
SEP 06 2011

BY:.....

Number: S6463775
Model: 700



RE00239650

T.A. dirty, sticky + set screws
altered. Replace TPA, clean +
test fire at 1/2 normal cost

Quote

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

Model Number: 710000		Serial Number: 51465725	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Marc Lopez		Date of Purchase: 7/12/2006	
Address (no PO Boxes): 2331 W. 11th St. Phoenix, AZ			
City: Phoenix		State: AZ	Zip: 85043
Phone (Daytime): 602.444.4444		Fax: 602.444.4444	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) <u>ABE.LOPEZ@GMAIL.COM</u>			
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: <u>Trigger won't fire, and won't load</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>5.56 NATO</u>	
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):

Brand of cleaning solution used: Rem-UMC

How often do you clean the bore? (Months or Number of rounds) 2 months / 100 rounds

How often do you clean the action? (Months or Number of rounds) 2 months / 100 rounds

How often do you clean the trigger assembly? (Months or Number of rounds) 2 months / 100 rounds

Brand of lubricant used: Rem-UMC

How often do you lubricate the bore? (Months or Number of rounds) 2 months / 100 rounds

How often do you lubricate the action? (Months or Number of rounds) 2 months / 100 rounds

How often do you lubricate the trigger assembly? (Months or Number of rounds) 2 months / 100 rounds

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☒ YES ☐ NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? 12-1-01

What were the services performed? Cleaning

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoeffler Avenue
Illion, NY 13357

Ⓢ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.

- :: 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.









