Remington Arms Co., Inc. **Product Service** Legal Case #:6785

Case Information

Pre Lit Obsolete **Date Opened** Date Opened(PS) **Incident Date** Lit RE# **Date Closed** 11/17/2011 11/2/2011 11/18/2011 10/28/2011 247257

Customer Information

Business First Name Last Name Street City Contact State Zip Type Age 2506 S 53rd Ave H 509-965-8016 WA Incident Edward Lande Yakima 98903

Incident Information

Claims Codes Repair Est. **Medical Treatment Medical Status**

PΙ

PD Cause:4015 Improper Maintenance

Unknown

Fired on bolt closing

Concern:1008 Fired on Bolt Closing

11/2/11 Per call from Lande, he was elk hunting Friday in freezing temps and saw a elk. He had 4 shells in the magazine, put a shell in the chamber, pushed the safety to fire, it would not fire. He put another shell in, pushed the bolt forward and it fired. This happened 3 more times. He had a licensed guide with him that was a witness. It remained locked in the fired position. Once home Monday, in the warm house he was cycling and it worked fine. He has never oiled it since it's stainless. He has cleaned the outside surfaces with Hoppes. He bought the rifle new in March 2008.cm

Firearm Information

Mfg. Type Model/Ga. SKU Serial Bbl. DOM 700/3006 SPRG 27167 S6532562 DZ 9/26/2005 10:20:19 AM Remington CF/BA **Original Owner Date Purchased** Where Purchased Accessories

3/1/2008

ELLETT BROTHERS INC

Y

CONCERN:FBC

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Cash Reim. Cash Settlement Release of Claims Release Date Reimbursement Settlement Date APV Date APV

Per Ilion, eplace TPA, clean and test fire at 1/2 normal cost

> Repair/Replacement Repair/Replacement Cost Date 47.26 11/28/2011

11/2/11 Mailing ARS for inspection of the rifle.cm 11/28/11 Per Ilion, trigger assm very dirty, sticky and rusty, set screws altered. Trigger not returning. Replace TPA, clean and test fire at 1/2 normal cost.cm

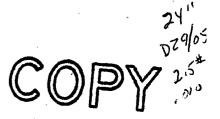
Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|----------------------|--------------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 11/18/2011 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | T.NAGLE |
| Cause | 4015 | Improper Maintenance | SET SCREWS ALTERED |
| Barrel | Description | | 24" 3006 SPRG |
| | Date Code | | DZ |
| | Bore Plugged | False | |
| | Bulged | False | |
| | | | |

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6785&Type=Case

11/28/2011

| | 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 | SLUGGISH |
| Extractor | Condition | Slightly Worn; Functioning | |
| | Cut Condition | Slightly Worn; Functioning | |
| | Ext/Eject Test | False | |
| | Block Condition | Select | |
| Locking | Lug Condition | Slightly Worn; Functioning | |
| | Notch Condition | Select | |
| | Exterior Condition | Slightly Worn; Not Functioning | |
| Overall | Stock Condition | Slightly Worn; Functioning | |
| | Fore End Condition | Select | |
| Receiver | Condition | Slightly Worn; Functioning | |
| Keceiver | Bulged | False | |
| · · · · · · · · · · · · · · · · · · · | Description | | M/700 SAFETY |
| Safety | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| | Lift | Select | .010 |
| Sear | Notch | Slightly Worn; Functioning | |
| | | Test Fired | False |
| Feeding Fest | Tests | False | |
| Trigger | | Slightly Worn; Not Functioning | VERY DIRTY,STICKY,RUSTY TRIG NOT RETURNING WILL FOLLOW DOWN |
| | Pull | Select | 2.5# |
| | Altered | True | SET SCREWS ALTERED |
| | Sub-Assembly | M/700 Non-Bolt Lock | |



6785

November 2, 2011

Edward Lande 2506 S. 53rd Ave Yakima, WA 98903

Subject: Case # 6785, Model 700 barrel, SR# 2649

Dear Mr. Lande,

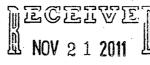
Please include a copy of this letter with the firearm as well as the Service Request form. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Please mark the ends of the boxes with "Product Service".

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

J.A. venydinty, sticky + rusty, set screws Altered. Trop. NOT returning. replace TPA, clean thest Rime At 1/2 No municost GEIVED



Quote

1

BY:----

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

| Model Number: 700 XCR | Serial Number: 5 653 2562 | | | | | | |
|---|--------------------------------|--|--|--|--|--|--|
| Are you the original owner?: X YES NO | | | | | | | |
| Name: Edward Lande o | Date of Purchase: March/2008 | | | | | | |
| Address (no PO Boxes): 2506 S. 53 Hd Ave. | | | | | | | |
| City: Ya Kima | State: WA Zip: 98903 | | | | | | |
| Phone (Daytime): (509). 965-8016 | Fax: | | | | | | |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Duck Killered & People Pc. Com | | | | | | | |
| E-mail Address: | | | | | | | |
| I would like to receive future e-mail updates from Rei | | | | | | | |
| Please describe your problem and date of occurrence | | | | | | | |
| DATE of occurence: Octob | en 28, 2011 - | | | | | | |
| Attempted To shoot a bull elk - Chambered a round | | | | | | | |
| Dushed Safely lever 10 fir | e - pinea ine 1180 | | | | | | |
| Rifle did not fire - (NoTa mis-fire) it was as | | | | | | | |
| The Thissen was locked on frazen. The Safety leven | | | | | | | |
| 1 D. S. T. W. O. T. soule To | | | | | | | |
| South In hand messure | Textouted The live round | | | | | | |
| Chambred another from | the motorine and shot the | | | | | | |
| Date The rifle fired without pulling The Triggen - This | | | | | | | |
| Shety by hand pressure. I extracted The live round the Chambered another from the modazine and shet the bott. The rifle fired without pulling the Triggen - this source of the source of the source of the source of the sheet this I was able with a rock of the sheety leven from Fire to safety - Ammunition Information: upon dy firing a few days later - it appears to be working normal new transfer to be | | | | | | | |
| characters left to Knock The Safety Leven from Fire to Safety -, | | | | | | | |
| Ammunition Information: upon 031 firing | Ein Navada Nobel Appears 10 De | | | | | | |
| 1 - | | | | | | | |
| Manufacturer: Reminston | Type: LExpress Cove-Lokt | | | | | | |
| Other (i.e. bullet weight/type, shot size, powder). | 80 bz. | | | | | | |
| | | | | | | | |
| 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: Hoppe's | | | | | |
| How often do you clean the bore? (Months or Number of rounds) After Living) 1-10 Rounds | | | | | |
| How often do you clean the action? (Menths or Number of rounds) Aften Ling) 1-10 Rounds | | | | | |
| How often do you clean the trigger assembly? (Months or Number of rounds) After firing 1-10 Rounds | | | | | |
| Brand of lubricant used: RemixTon Rem 6:1 | | | | | |
| How often do you lubricate the bore? (Months or Number of rounds) 1.—10 Runds | | | | | |
| How often do you lubricate the action? (Menths or Number of rounds) 1-10 Rounds | | | | | |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) 1-10 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 | | | | | |
| repairmen/gunemith?) | | | | | |
| What were the services performed?) | | | | | |
| | | | | | |
| Remington Arms Co., Inc. Attn: Arms Service Division | | | | | |
| 14 Hoefler Avenue | | | | | |
| Ilion, 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. | | | | | |
| | | | | | |

Service Request

Remington Service PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6785

Date of Request:

Printed:

11/02/2011

11/02/2011

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

SR00002649

S6532562

Model 700 RIFLE

Customer:

EDWARD LANDE 2506 S 53RD AVE YAKIMA, WA 98903 US Destination:

Arms Services 14 Hoefler Ave Ilion, NY 13357 US

Email: give to 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

Parts And Service Details Type

Material

Description

Qty Needed

Warranty

Price

Disc

Amount

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

ARS LABEL REQUEST FORM

| DATE: | 11/02/2011 | Service Request # | SR00002649 |
|---------------|------------|---------------------|--------------------------------|
| 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:

EDWARD LANDE 2506 S 53RD AVE YAKIMA, WA 98903 US SR00002649

Email: give to Christy

RETURN ITEM TO:

Arms Services



SVC GNDCOM NOV 2, 2011 ALL CURR USD TRACKING# 1Z4XX5969065038930 REF 1:SR00002649 REF 2:CD 1 OF 1

HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGS: DV 0.00 DC 0.00 SVC T/P USD COD 0.00 RS 0.50 DGD AH 0.00 TOT PUB CHG 12.74 0.00 SD 0.00 PR 0.00 SP 0.00 PUB+HANDLING

ATTN: Product Service #6785

12.74



