

Remington Arms Co., Inc.
Product Service
Legal Case #:6435

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
238503	8/16/2011	8/9/2011	8/22/2011	8/7/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Donald	Munson	63 Lake Ave.	Brocton	NY	14716		H 716-792-4571 E dmunson40@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

8/9/11: Customer called in. He stated that he bought the gun used & had a FSR while using it on 8/7/11. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25793	E6262405	CO	4/1/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	BANGERS LP		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 - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

8/9/11: Mailing ARS, letter, form. df 8/29/11: Per Ilion - Could not duplicate concern. TA dirty, sticky, rusty parts work sluggish. Replace TA, clean & test fire @ 1/2 normal cost - quote. Left msg for cust. to call concerning quote. df 8/29/11: Customer called. He wants gun returned as received. He stated he would install an aftermkt TA. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/22/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	POOR MAINTENENCE
Barrel	Description		22" 3006 SPRG
	Date Code		CO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	Shroud	Slightly Worn; Functioning	RUSTY
	Face	Slightly Worn; Functioning	RUSTY
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	SLUGGISH
Extractor	Condition	Slightly Worn; Functioning	RUSTY
	Cut Condition	Slightly Worn; Functioning	RUSTY
	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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY,RUSTY PARTS SLUGGISH
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

6435

22"
copy
6#
101
COPY

August 9, 2011

Donald Munson
63 Lake Ave.
Brocton, NY 14716
Phone: 716-792-4571

Ref: # 6435, Model 700, Serial # E6262405

Dear Mr. Munson,

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

Serial
Number:

E6262405

Model: 700



RE00238503

could not duplicate concern
T.A. dirty, sticky & rusty parts
work sluggish. rep ma TPA
clean + test fire at 1/2
cost.

RECEIVED
AUG 26 2011

Quote

BY:

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

Print

Reset

Model Number: <u>700 BDL</u>		Serial Number: <u>E6262405</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>DONALD R MUNSON</u>		Date of Purchase: <u>2010</u>	
Address (no PO Boxes): <u>63 LAKE AVE.</u>			
City: <u>BROCTON</u>		State: <u>NY</u>	Zip: <u>14716</u>
Phone (Daytime): <u>716-792-4571</u>		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>DMUNSON40@YAHOO.COM</u>			
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: <u>FIREARM FIRES WHEN SAFFTY IS PUSHED TO THE FIRE POSITION. THIS WAS THE FIRST TIME FIREING THIS FIREARM. BORE WAS CLEANED 1 TIME BEFOR FIREING.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>RELOADS</u>		Type: _____	
Other (i.e. bullet weight/type, shot size, powder): _____			
Handload Information:			
Powder Used: <u>1MR 4320</u>		Powder Weight: <u>50.5</u>	
Case/Hull Used: <u>REMINGTON</u>		Primer Used: <u>CCI</u>	
Bullet Type/Shot Size: <u>SPITZER 130GR</u>		Reloader Used: <u>RCBS</u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>HOPPIS</u>
How often do you clean the bore? (Months or Number of rounds) <u> </u>
How often do you clean the action? (Months or Number of rounds) <u> </u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u> </u>
Brand of lubricant used: <u> </u>
How often do you lubricate the bore? (Months or Number of rounds) <u> </u>
How often do you lubricate the action? (Months or Number of rounds) <u> </u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u> </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? <u> </u>
What were the services performed? <u> </u>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<input type="checkbox"/> 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.

:: 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 carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	8/9/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6435 rifle			

LABEL INFORMATION

MAIL LABEL TO: Donald Munson
63 Lake Ave.
Brocton, NY 14716
Phone: 716-792-4571

RETURN ITEM TO Remington Arms
Attn: Product Service
Ilion, NY

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

4XX596 AUG 9, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067414887
REF 1: DONALD MUNSON/CD/DMF
REF 2: REF#6435/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
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 8.18	PUB+HANDLING	8.18





