

Remington Arms Co., Inc.
Product Service
Legal Case #:6543

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
243442	10/13/2011	9/7/2011	10/14/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ron	Newby	3378 West 700 South	Syracuse	UT	84075		H 801-628-5157

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired with safety on when trigger hit	Cause:4038 Could Not Duplicate Concern Concern:1028 Fired With Safe ON		Unknown
C				

9/7/11 Per call from Newby, he had his rifle resting on his knee, pointed in the air with the safety on and he accidentally hit the trigger and it fired. He had not fired the rifle that day, no fail to fires that day. It happened a few years ago and recently.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6633602	OQ	7/10/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	WEST HOEGEE GLENDALE CA	SCOPE BASE,AFT MKT STK	Y			

CONCERN: FIRED WITH SAFETY ON

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, replacc TPA, clean, test fire at BLSM price						

Repair/Replacement Cost	Repair/Replacement Date
\$42.40	10/20/2011

9/7/11 Mailing ARS.cm 10/20/11 Per Ilion, could not duplicate concern. Trigger assm dirty. Replace TPA, clean and test fire under BLSM program price of \$20 + S&H.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/14/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		OQ
	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	---Select---	AFT MKT
	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---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	4.5#
	Altered	True	SEALANT HAS BEEN REMOVED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,AFT MKT STK

224
007/78
45#
.007

6543

September 7, 2011

COPY

Ron Newby
3378 West 700 South
Syracuse, UT 84075

Subject: Case # 6543, Model 700

Dear Mr. Newby,

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

enclosure

could not duplicate concern
T.A. duty. Replace TPA, clean
& test fire under BLP for
\$20.00 + ship

Quote

Serial
Number

A6633602

Model: 700



RE00243442

RECEIVED
OCT 19 2011

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

PS 24333

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

Model Number:	700 BDL	Serial Number:	A6633602
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name:	RON NEWBY	Date of Purchase:	?
Address (no PO Boxes): 3378 WEST 700 SOUTH			
City:	SYRACUSE	State:	UTAH
		Zip:	84075
Phone (Daytime):	801-628-5157	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) RNEWBY49@COMCAST.NET			
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:			
MY RIFLE HAS FIRED TWICE WITH THE SAFETY ON. THE LAST TIME I HAD THE RIFLE RESTING ON MY KNEES POINTING UP & I BRUSHED THE TRIGGER AND IT FIRED WHILE THE SAFETY WAS ON.			
500 characters left			
Ammunition Information:			
Manufacturer:	Rem	Type:	130 gr.
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:	SHOOTERS
How often do you clean the bore? (Months or Number of rounds)	TWICE YEARLY
How often do you clean the action? (Months or Number of rounds)	YEARLY
How often do you clean the trigger assembly? (Months or Number of rounds)	YEARLY
Brand of lubricant used:	TPL-FLOW
How often do you lubricate the bore? (Months or Number of rounds)	SAME
How often do you lubricate the action? (Months or Number of rounds)	SAME
How often do you lubricate the trigger assembly? (Months or Number of rounds)	SAME
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
N/A	
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>	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	9/7/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		xx	
I WILL MAIL			
DESCRIPTION: 870			

LABEL INFORMATION

MAIL LABEL TO:	Ron Newby 3378 West 700 South Syracuse, UT 84075 801-628-5157
RETURN ITEM TO:	Rem Prod Serv Case # 6543

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

4XX596 SEP 7, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067957587
REF 1:RON NEWBY/CD/CM
REF 2:870/CASE#6543

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 12.80	PUB+HANDLING	12.80	





