

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6346

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
237697	8/11/2011	7/12/2011	8/12/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		JD	Pennington	1089 Albert Dr.	Russellville	AR	72802		H 479-968-4119

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
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PI

PD Shot hole in floorboard of truck Cause:4006 Altered Adjustments or Components Unknown  
Concern:1007 Fired on Safe Release

S

C FSR

7/12/11: Customer called in. He was using his rifle sometime ago on his farm & had a FSR. Shot a hole in the floorboard of his truck. No injury. He wants us to examine rifle & he is willing to pay for repair if he has to. He loves the rifle. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	25783	B6680359	LF	2/1/1985
Date Purchased	Where Purchased	Accessories	Original Owner			
	NATIONWIDE SPTS DISTRIB 18966		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
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Per Ilion - Quote to repair

Repair/Replacement Cost Repair/Replacement Date

7/12/11: Mailing ARS, letter, form. df 8/18/11: Per Ilion - TA dirty, rusty & set screws altered. Replace TA, clean & test fire @ 1/2 normal cost - quote. I spoke to customer & he mailed payment to us on 8/17. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/12/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 22-250 REM
	Date Code		LF
	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	BINDS
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	SCRATCHES/MARS/DENTS/RUST
	Stock Condition	Worn; Functioning	SCRATCHES/MARS/DENTS
	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---	.014
	Notch	Slightly Worn; Functioning	DIRTY
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY.TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

24"  
LFZ/R:  
2.5#  
.014

**[COPY]**

6346

July 12, 2011

JD Pennington  
1089 Albert Dr.  
Russellville, AR 72082  
Phone: 479-968-4119

Ref: # 6346, Model 700, Serial # B6680359

Dear Mr. Pennington,

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 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

RECEIVED  
AUG 15 2011  
BY:.....

Serial Number:

**B6680359**

Model: **700**



**RE00237697**

T.A. Dirty, rusty & set screws  
Altered. Replace TPA, clean  
& test fire at 1/2 normal  
cost.

Quote

Print

Reset

<b>Model</b> Number: <input type="text" value="700"/>		<b>Serial</b> Number: <input type="text" value="B6680359"/>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text" value="JD Pennington"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text" value="1049 Albert Drive"/>			
City: <input type="text" value="Russellville"/>		State: <input type="text" value="AR"/>	Zip: <input type="text" value="72462"/>
Phone (Daytime): <input type="text" value="479-966-4119"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
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: <div style="border: 1px solid black; padding: 10px; min-height: 150px;">                     Sometimes fires when you take the safety off and hesitates to fire when you pull the trigger.                 </div> <p style="text-align: center;">500 characters left</p>			
<b>Ammunition Information:</b>			
Manufacturer: <input type="text" value="Winchester"/>		Type: <input type="text" value="High Velocity"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text" value="45 grain JHP"/>			
<b>Handload Information:</b>			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: \_\_\_\_\_

How often do you clean the bore? (Months or Number of rounds) Once a month

How often do you clean the action? (Months or Number of rounds) Once a month

How often do you clean the trigger assembly? (Months or Number of rounds) Once a month

Brand of lubricant used: Rem oil

How often do you lubricate the bore? (Months or Number of rounds) Once a month

How often do you lubricate the action? (Months or Number of rounds) Once a month

How often do you lubricate the trigger assembly? (Months or Number of rounds) Once a month

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?) \_\_\_\_\_

What were the services performed?) \_\_\_\_\_

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**

**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:	7/12/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b> MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION:	Ref# 6346 rifle		

### LABEL INFORMATION

MAIL LABEL TO: JD Pennington 1089 Albert Dr. Russellville, AR 72082 Phone: 479-968-4119
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596            JUL 12, 2011    ALL CURR USD            1 OF 1  
 SVC GNDCOM            ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969066289971  
 REF 1: J D PENNINGTON/CD/DMF  
 REF 2: REF#6346/RIFLE

HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE CHRGS:            SVC T/P USD  
 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 10.36            PUB+HANDLING    10.36









