

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6569

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
242414	10/3/2011	9/14/2011	10/4/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Bill	Baldwin	105 Tally Ho Dr.	Greenwood	SC	29649		C 864-992-8100 E bbaldwinsbs@gmail.com

## Incident Information

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

9/14/11: Customer called in. He stated that his daughter was using the rifle & had a FSR in the deer stand last winter. No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	27523	E6432762	BS	1/22/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	BANGERS LP	SCOPE BASE,BOTTOM HALF RINGS	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 - Repair @ n/c - goodwill gesture						

Repair/Replacement Cost	Repair/Replacement Date
\$27	10/10/2011

9/14/11: Mailing ARS, letter, form. Box order# 1251333. df 10/10/11: Per Ilion - Could not duplicate concern. New TA was mis-assembled when installed in rifle. The sear spring is out of position. Will remove TA, check over, clean, properly assemble & test fire @ n/c - goodwill gesture. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/4/2011
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	WHEN THE NEW TPA WAS INSTALLED THE SEAR SPRING WAS MISASSM UNDER THE SEAR.
Barrel	Description		20" 308 WIN
	Date Code		BS
	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	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
	Condition	Like new; Functioning	SEAR SPRING MISASSM

Trigger	Pull	---Select---	4.5#
	Altered	True	PULL SCREW IS OUT TO FAR
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF RINGS

20"  
BS1/98  
4.5"  
.011

COPY

6569

September 14, 2011

Bill Baldwin  
105 Tally Ho Dr.  
Greenwood, SC 29649  
Phone: 864-992-8100

Ref: # 6569, Model 700, Serial # E6432762

Dear Mr. Baldwin,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form. A box will arrive separately.

**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 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

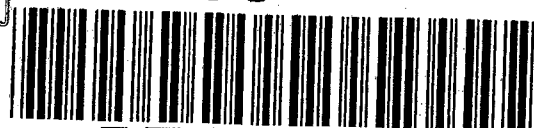
RECEIVED  
OCT 07 2011

BY:.....

Serial Number:

E6432762

Model: 700



RE00242414

could not duplicate concern.  
NEW TPA WAS MISASSEM when  
installed in rifle - The sear  
spr. is out of position. Will  
remove TPA, check over, clean,  
properly ASSEM + TEST fire at  
N/C Good - will gesture.

#260974

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

Print

Reset

<b>Model</b> Number: <input type="text" value="700"/>		<b>Serial</b> Number: <input type="text" value="E6432762"/>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text" value="William C. Baldwin"/>		Date of Purchase: <input type="text" value="Approx 1998"/>	
Address (no PO Boxes): <input type="text" value="105 TALLY HO DRIVE"/>			
City: <input type="text" value="GREENWOOD"/>	State: <input type="text" value="SC"/>	Zip: <input type="text" value="29649"/>	
Phone (Daytime): <input type="text" value="864-992-8100"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text" value="BBaldwinSBS@GMAIL.com"/>			
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: 100px;"> <p>12-10 - WAS HUNTING with my daughter.            She was in a tower stand by herself. She            flipped the safety off and the gun fired.            Fortunately up in the air.</p> </div> <div style="text-align: right;">500 characters left</div>			
<b>Ammunition Information:</b>			
Manufacturer: <input type="text" value="Remington"/>		Type: <input type="text" value="150 GRAIN RSP"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
<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)	After Shooting
How often do you clean the action? (Months or Number of rounds)	1-2 Times year
How often do you clean the trigger assembly? (Months or Number of rounds)	1-2 Times a year
Brand of lubricant used:	Rem Oil
How often do you lubricate the bore? (Months or Number of rounds)	After Cleaning
How often do you lubricate the action? (Months or Number of rounds)	When Cleaning
How often do you lubricate the trigger assembly? (Months or Number of rounds)	When Cleaning
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?) 2 years ago	
What were the services performed?) Changed Scope	
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>	
<input type="checkbox"/> <b>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.</b>  :: 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:	9/14/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL <b>XXXXXX</b>	
DESCRIPTION: Ref# 6569 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Bill Baldwin 105 Tally Ho Dr. Greenwood, SC 29649 Phone: 864-992-8100
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 SEP 19, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969065819122  
REF 1: BILL BALDWIN/CD/DMF  
REF 2: 6569/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		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 9.61	PUB+HANDLING	9.61





