

Remington Arms Co., Inc.  
 Product Service  
 Legal Case #:2411

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
146375	6/13/2008	5/19/2008	6/16/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Wilburn	Umstatt	5 Arrington Ave	Maysville	KY	41056		H 606-564-5019

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI shot through PD mattress & boxspring S fired on bolt closing C	Cause:4079 Other - Unexamined Concern:1008 Fired on Bolt Closing		Unknown	

5/19/08-Customer purchased rifle used at a gun show. On two occasions, it fired when the bolt was closed. Once at the gun range and once at home, shooting a hole through his mattress & boxspring. He would like to send it in to be evaluated.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22 250 REM	27488	E6205162	XP	12/18/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	NATIONAL RECREATIONAL SHOOTING SUPP	TWO PIECE SCOPE BASE, RINGS	N			

5/19/08-purchased used at a gun show.lw CONCERN:FBC

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

Consumer

paid for  
 repairs

**Repair/Replacement Cost      Repair/Replacement Date**

5/20/08-sending box, ars, ltr.lw 6/19/08 the consumer authorized and paid for repair of this firearm. cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/16/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 22 250 REM HB
	Date Code		XP
	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---	
	Condition	Slightly Worn; Functioning	

Receiver	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.016
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	



XP 12/95  
25#  
26"  
016

2411

May 20, 2008

Wilburn Umstatt  
5 Arrington Ave  
Maysville, KY 41056-1701

Number: **E6205162**

Model: **700**



**RE00146375**

Subject: Model 700  
RE: Case #2411

Dear Mr. Umstatt,

We were sorry to learn about the unfortunate incident you experienced with your Model 700. As I understand it, the rifle fired when you closed the bolt. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

As we discussed, I have enclosed a prepaid UPS shipping label for you to ship the firearm back to our factory for examination. I have also included a copy of this letter to put inside the shipping box. (The box will come under separate cover). The letter inside is important as we want to be sure the firearm is logged in correctly. On the factory repair form, please provide additional information about the incident, including the date of the last occurrence, type of weather, type of ammunition being used, etc.

We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company

TRIG. ASSM. SET SCREWS ALTERED,  
WILL FOLLOW DOWN. REPLACE  
TPA, CHECK OVER, CLEAN AT  
1/2 NON WAT CHARGES.

Quote

Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

**Arms Services Repair & Estimate System**

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

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**Repair Inquiry**

Repair Number: **RE00146375**    Serial: E6205162 Model 700 Center Fire Caliber: 22250 REM. Produced: 12/18/1995    Repairman: \_\_\_\_\_  
 Status: Closed: 6/13/2008 5:33:30 AM

Verify Repair

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**Address Information**

Customer: \_\_\_\_\_ Received From: \_\_\_\_\_ Return To: \_\_\_\_\_ Received From: \_\_\_\_\_

Name: **WILBURN UMSTATTD**    **WILBURN UMSTATTD**

Address 1: **5 ARRINGTON AVE.**    **5 ARRINGTON AVE.**

Address 2: \_\_\_\_\_ PO Box: \_\_\_\_\_    \_\_\_\_\_ PO Box: \_\_\_\_\_

City: **MAYSVILLE**    **MAYSVILLE**

State: **KY** Zip Code: **41056** Country: **US**    State: **KY** Zip Code: **41056** Country: **US**

FRL: \_\_\_\_\_

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Date	Code	User ID	Desc1	Desc2		Current Status
6/13/2008 5:27:2	New	sanguinegl	Repair Added		<input type="checkbox"/> Shipping Hold	Closed
6/13/2008 5:33:3	Closed	sanguinegl	Closed at Expedite		<input type="checkbox"/> InterFace Hold	6/13/2008 5:33:30 AM
6/16/2008 11:27:	Comment	supryfl	Returned to AS for repair		<input type="checkbox"/> Estimate Sent	sanguinegl
					<input type="checkbox"/> Parts Received	Product Services
					<input type="checkbox"/> Passed Inspection	Repair Location
					<input type="checkbox"/> Return As Received	IEN
					<input type="checkbox"/> Has been Approved	Current Location
					<input type="checkbox"/> Internal Repair	IEN
						Transfer Number

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supryfl    6/16/2008    11:27 AM    CAPS    NUM    INS    SCRL

Start    InBox: Microsoft Out...    Arms Services Repair...    PS Hold Guns AS...    Part Search by Mate...    Current Cases: Micr...    11:27 AM

Repairing at special price



How often do you lubricate the bore? (Months or Number of rounds) *AFTER SHOOTING*

How often do you lubricate the action? (Months or Number of rounds) *6 mo*

How often do you lubricate the trigger assembly? (Months or Number of rounds) *6 mo*

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

YES  NO

Comments:

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 Ave**

**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.



May 20, 2008

Wilburn Umstatt  
5 Arrington Ave  
Maysville, KY 41056-1701

Subject: Model 700  
RE: Case #2411

Dear Mr. Umstatt,

We were sorry to learn about the unfortunate incident you experienced with your Model 700. As I understand it, the rifle fired when you closed the bolt. We are certainly glad that no one was injured, and that you are anxious to get back to enjoying the shooting sports.

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We apologize for the inconvenience that this incident has caused and we hope that our actions will keep you as a loyal Remington customer.

Sincerely,

A handwritten signature in black ink that reads "Laura Watson".

Laura Watson  
Consumer Affairs Administrator  
Remington Arms Company

Phone: 800-243-9700 ext 8789  
Fax: 336-548-7890  
E-mail: [laura.watson@remington.com](mailto:laura.watson@remington.com)

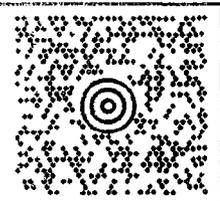
Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

WILBURN UMSTATTD  
5 ARRINGTON AVE  
MAYSVILLE KY 41056

12 LBS  
RS

1 OF 1

SHIP TO:  
ATTN: PRODUCT SERVICES  
REMINGTON ARMS CO INC  
14 HOEFLER AVE  
ILION NY 13357

	<p>NY 135 0-01</p> 
<p><b>UPS GROUND</b></p> <p>TRACKING #: 1Z 4XX 596 90 6767 0494</p>	



BILLING: 3RD PARTY  
DESC: FIREARM  
RETURN SERVICE

REF 1:WILBURN UMSTATTD/LW  
REF 2:REF# 700

US 10.0.45 LP2844 72.0A 10/2007



International Shipping Notice - Carriage hereunder may be subject to the rules relating to liability and other terms which conditions established by the Convention or the Limitation of  
Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR"  
Convention). These conditions, exceptions or stipulations were accepted when the U.S. in accordance with the Export Administration Regulations. Despatch Control to U.S. see problem.  
For shipping advice, call 1-800-752-7532. United Parcel Service, Louisville, KY

Oakley, Anita B.

From: Watson, Laura M.  
 Sent: Monday, May 19, 2008 2:35 PM  
 To: Oakley, Anita B.  
 Subject: If this doesn't work, I'll bring it over :)  
 Attachments: image001.jpg



www.remington.com

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

ARS LABEL REQUEST

DATE:	5/19/2008	REQUESTED BY:	Laura Watson
QUANTITY:	1	WEIGHT PER PACKAGE:	12
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL	I WILL MAIL XXXX		
DESCRIPTION: REF: 700			

LABEL INFORMATION

MAIL LABEL TO: Wilburn Umstattd 5 Arrington Ave Maysville, KY 41056	4XX596 MAY 19, 2008 ALL CURR USD 1 OF 1 SERVICE GND COM ACT WT 12.0 LBS TRACKING# 1Z4XX5969067670494 REF 1: WILBURN UMSTATTD/LW REF 2: REF# 700
RETURN ITEM Ilion, NY Attn: Product Service Factory Only  (Need a label please)	HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGS: DV 0.00 COD 0.00 RS 0.50 DC 0.00 DG 0.00 SD 0.00 AH 0.00 PR 0.00 SP 0.00 TOT PUB CHG 7.73 PUB+HANDLING 7.73

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

5/19/2008