

BARBER - Kinzer PPS GAL RE 0009716

Remington Arms Co., Inc.

Product Service

Legal Case #:4930

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210847	11/18/2010	11/2/2010	11/23/2010	10/30/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Archibald	1318 N. 400 East	Nephi	UT	84648		C 801-573-9110

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when setting the safety	Cause:4006 Altered Adjustments or Components	Unknown	
C	Concern:1006 Unexplained Discharge Safe OFF			

11/2/10 Per call from Archibald, he was shooting his 700 on Saturday and he had cocked the gun and as he set the safety it discharged. He says that when it fired it put a hole in his son's Suburban. He says he bought this rifle new a few years ago.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	27353	G6470124	LZ	2/10/2005 4:22:25 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
12/1/2008	ACUSPORT (MT) CORPORATION		Y			

He believes he bought it new a few yrs ago and is the original owner. CONCERN:MISFIRES

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	CL/45	22-250				
Concern	Other	Factory	Reload			
0:		Y	N			

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
Replace TPA, clean, ship at 1/2 normal charges						
Repair/Replacement Cost	Repair/Replacement Date					

11/2/10 Told him that we would pay shipping and do inspection for free then contact him with the results.cm 11/3/10: Customer called back & wants a box. Box order# 1155165. df 11/23/10 Called Archibald and gave him condition of trigger. Quoted 1/2 price for trigger, shipping, test, totaling \$75.50. He approved. He said that he had adjusted the trigger. He asked that we adjust this new one down to lowest factory specs before sending.cm

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4930&Type=Case>

11/23/2010

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PS 11604

BARBER - Kinzer PPS GAL RE 0009717

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/19/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 22-250 REM
	Date Code		LZ
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Not Functioning	TRIG WILL NOT RETURN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

frmRepairMain - FGI Repairs
File Add Repair Repair History PS GAL RE 0009718 Tools Reports Table Maintenance System Location

frmREInquiry - Repair Inquiry

Repar Number: RE00210847
Serial: G6470124 Model 700 Center Fire Caliber 22
Reperman: 250REM Produced: 02/10/2005 SKU: 27353
Status: Parked 11/19/2010 3:19:55 PM

ADDRESS INFORMATION

Customer: ROBERT ARCHIBALD
Received from: ROBERT ARCHIBALD
Return To: ROBERT ARCHIBALD
Received from:

Address 1: 1318 N 400 EAST
Address 2: PO Box
City: NEPHI
State: UT Zip Code: 84548 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
11/18/2010 12...	EmailSent	ArmEmail	Repair Received	ARCHIEI	<input type="checkbox"/> Interface Hold	Parked
11/18/2010 12...	EmailVerified	ArmEmail	Receipt	ARCHIEI	<input type="checkbox"/> Estimate Sent	11/19/2010 3:19:55 PM
11/19/2010 3...	Mainl	Travisbw	Repair Maintenance	Status: F	<input type="checkbox"/> Parts Received	Travisbw
11/19/2010 3...	Mainl	Travisbw	Repair Maintenance	Status: E	<input type="checkbox"/> Passed Inspection	Product Services
11/19/2010 3...	ParkedExt...	Travisbw	Placed in PS Back Rack	hold for c	<input type="checkbox"/> Return as Received	Repair Location
					<input type="checkbox"/> Has Been Approved	ILN
					<input type="checkbox"/> Internal Repair	Current Location
					<input type="checkbox"/> Exclude TATC	ILN
						Transfer Number

Repair Search Refresh Close

supply1 - ILN/Frm
frmRepairMain
DL102R7XP1
Thursday, Nov 19, 2010
8:43 AM

start
frmRepairMain - F

47.00
17.50 shp.
11.50 test

75.50

RECEIVE
NOV 22 2010
BY:.....

4930

~~X~~

24"
L22/0"
Z#
2013

November 2, 2010

Robert Archibald
1318 N. 400 East
Nephi, UT 84648

Subject: #4930, Model 700

Dear Mr. Archibald,

Per our phone conversation, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of the attached 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 box with "Supry". I will contact you after inspection with the results.

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

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial:

G6470124

Model: 700



RE00210847

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

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

Model Number: 700		Serial Number: 46470124	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Robert Archibald		Date of Purchase: 12-08	
Address (no PO Boxes): 1318 N 400 E			
City: NEPHI		State: UT	Zip: 84648
Phone (Daytime): 801-573-9110		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) archiebs@MSN.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: Mis Fires CAUSING DAMAGE TO SUBURBAN FLOOR BOARD -			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Cove Lok	
Other (i.e. bullet weight/type, shot size, powder): 45 GRAIN - 22-250			
Handload Information:			
Powder Used: _____		Powder Weight: _____	
Case/Hull Used: _____		Primer Used: _____	
Bullet Type/Shot Size: _____		Reloader Used: _____	

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/2/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL <div style="text-align: right;">xx</div>	
DESCRIPTION: <div style="text-align: center;">700 66470124</div>			

LABEL INFORMATION

MAIL LABEL TO: Robert Archibald 1318 N. 400 East Nephi, UT 84648
RETURN ITEM TO: Rem Product Service

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

4XX596 NOV 2, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066027048
 REF 1:ROBERT ARCHIBALD/CD/CM
 REF 2:700/66470124

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 11.79	PUB+HANDLING	11.79	





