

## BARBER - Kinzer PPS GAL RE 0009887

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4887

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 211200 | 11/22/2010  | 10/28/2010      | 11/23/2010  |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street                  | City     | State | Zip   | Age | Contact                                   |
|----------|----------|------------|-----------|-------------------------|----------|-------|-------|-----|---|
| Incident |          | Bill       | Bennett   | 37230 Fruitland Mesa Rd | Crawford | CO    | 81415 |     | H 970-921-3971<br>E billnsally@outdrs.net |

## Incident Information

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

10/28/10: Customer called in. He stated that he had FSR some time ago. Wants to send gun in for repair. df

## Firearm Information

| Mfg.           | Type                       | Model/Ga.      | SKU            | Serial   | Bbl. | DOM      |
|----------------|----------------------------|----------------|----------------|----------|------|----------|
| Remington      | CF/BA                      | 700/22-250 REM | n/a            | A6713225 | AV   | 3/9/1979 |
| Date Purchased | Where Purchased            | Accessories    | Original Owner |          |      |          |
|                | WHITNEY SPTG GDS DENVER CO |                | Y              |          |      |          |

CONCERN:FSR,SAFETY UPDATE

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 - quote to repair under BLM program |                         |                         |               |                 |                |               |
|   | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|   | \$45.23                 | 11/29/2010              |               |                 |                |               |

10/28/10: Sending ARS, letter, form. df 11/29/10: Per Ilion - Could not duplicate concern. TA dirty, sticky, set screws altered. Replace TA, clean, & test fire under BLM program - quote. df

## Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                        | Comment           |
|-------------|------------------------|-----------------------------|-------------------|
| Examination | Examiner               |                             | B.TRAVIS          |
|             | Exam Date              |                             | 11/23/2010        |
|             | Product Type           |                             | RF                |
|             | Action Type            |                             | A                 |
|             | Assigned To            |                             | T.NAGLE           |
| Cause       | 4038                   | Could Not Duplicate Concern | POOR MAINTENENCE  |
| Barrel      | Description            |                             | 24" 22-250 REM HB |
|             | Date Code              |                             | AV                |
|             | Bore Plugged           | False                       |                   |
|             | Bulged                 | False                       |                   |
|             | Fired                  | False                       |                   |
|             | Fired while Obstructed |                             |                   |
|             | Muzzle/Crown Condition | Slightly Worn; Functioning  |                   |

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4887&Type=Case>

11/29/2010

BARBER - Kinzer PPS GAL RE 0009887

PS 11775

## BARBER - Kinzer PPS GAL RE 0009888

|              |                    |                            |                                 |
|--------------|--------------------|----------------------------|---------------------------------|
| 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        |                            | STANDARD M/700 BOLT LOCK SAFETY |
|              | Function           | Like new; Functioning      |                                 |
|              | Sub-Assembly       | Non-ISS                    |                                 |
| Sear         | Lift               | ---Select---               | .010                            |
|              | Notch              | Slightly Worn; Functioning |                                 |
|              | Tests              | Test Fired                 | False                           |
| Feeding Test |                    | False                      |                                 |
| Trigger      | Condition          | Slightly Worn; Functioning | VERY DIRTY,STICKY               |
|              | Pull               | ---Select---               | 2.5#                            |
|              | Altered            | True                       | SET SCREWS ALTERED              |
|              | Sub-Assembly       | M/700 Bolt Lock            |                                 |

RECEIVED  
NOV 29 2019

BY: \_\_\_\_\_

4887

COPY

24"  
AV 3/79  
2.5#  
1010

October 28, 2010

Bill Bennett  
37230 Fruitland Mesa Rd  
Crawford, CO 81415  
Ph: 970-921-3971

Ref: # 4887, Serial# A6713225

Dear Mr. Bennett,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

**Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the boxes with the name "Supry".** Mr. Supry 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,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

could not duplicate concern.  
T.A. dirty + sticky, set screws altered.  
Replace TPA, clean + test fire  
under BCP Ron \$20.00 + ship

Quote

A6713225  
Model: 700



RE00211200

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)



## Factory Repair Form

 VISA 4046 7301 4991 5115 Return to Previous Page

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

|  |  |  |                   |
|--|--|--|-------------------|
| Model Number: <u>A6713225 700BPL</u>   |  | Serial Number: <u>A6713225</u>         |                   |
| Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO  |  |  |                   |
| Name: <u>Bill Bennett</u>  |  | Date of Purchase: <u>8/1997</u>        |                   |
| Address (no PO Boxes): <u>37230 Fruitland Mesa Rd.</u>   |  |  |                   |
| City: <u>Crawford</u>  |  | State: <u>CO</u>                       | Zip: <u>81415</u> |
| Phone (Daytime): <u>970-921-3971</u>   |  | Fax: <u>none</u>                       |                   |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>billusally@earthlink.net</u>   |  |  |                   |
| E-mail Address:<br><input type="checkbox"/> I would like to receive future e-mail updates from Remington.  |  |  |                   |
| Please describe your problem and date of occurrence:<br><div style="border: 1px solid black; padding: 5px; min-height: 100px;">The rifles safety needs to be updated</div> |  |  |                   |
| 500 characters left  |  |  |                   |
| Ammunition Information: <u>Rem brass 40gr. H380 - 55gr. Hornady VMX</u>  |  |  |                   |
| Manufacturer: _____  |  | Type: _____                            |                   |
| Other (i.e. bullet weight/type, shot size, powder): _____  |  |  |                   |
| Handload Information:  |  |  |                   |
| Powder Used: <u>H380</u>   |  | Powder Weight: <u>40gr.</u>            |                   |
| Case/Hull Used: <u>Remington</u>   |  | Primer Used: <u>CCI</u>                |                   |
| Bullet Type/Shot Size: <u>Hornady VMX 55gr.</u>  |  | Reloader Used: <u>RCBS Rockchucker</u> |                   |
| Firearms Care (Cleaning and Lubrication):  |  |  |                   |
| Brand of cleaning solution used: <u>Bear's CR10</u>  |  |  |                   |
| How often do you clean the bore? (Months or Number of rounds): <u>20-30 rds.</u>   |  |  |                   |
| How often do you clean the action? (Months or Number of rounds): <u>20-30 rds.</u>   |  |  |                   |
| How often do you clean the trigger assembly? (Months or Number of rounds): <u>yearly</u>   |  |  |                   |
| Brand of lubricant used: <u>WD 40</u>  |  |  |                   |
| How often do you lubricate the bore? (Months or Number of rounds): <u>20-30 rds.</u>   |  |  |                   |
| How often do you lubricate the action? (Months or Number of rounds): <u>yearly</u>   |  |  |                   |

|  |
|--|
| How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>11.4.4.4.4</u>  |
| 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?) <u>11.4.4.4.4</u>   |
| What were the services performed?)   |
| Ship your INSURED firearm by either UPS or Parcel Post to:<br><br>Remington Arms Co., Inc.<br>Attn: Arms Service Division<br>14 Hoefler Avenue<br>Ilion, NY 13357  |
| <p><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></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> <p>:: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p> |

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**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

|   |            |                     |        |
|---|------------|---------------------|--------|
| DATE:   | 10/28/2010 | REQUESTED BY:       | Dell   |
| QUANTITY:   | 1          | WEIGHT PER PACKAGE: | 10 lbs |
| PLEASE CHECK ONE<br>MEDIA<br>COORDINATOR<br>TO MAIL |            | I WILL MAIL         | XXXXXX |
| DESCRIPTION: Ref# 4887<br>Rifle<br>S# A6713225      |            |                     |        |

## LABEL INFORMATION

|  |
|--|
| MAIL LABEL TO: Bill Bennett<br>37230 Fruitland Mesa Rd<br>Crawford, CO 81415<br>Ph: 970-921-3971 |
| RETURN ITEM TO Remington Arms<br>Attn: Product Service<br>Ilion, NY                              |

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

4XX596 OCT 28, 2010 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 124XX5969065427340  
 REF 1: BILL BENNETT/CD/DMF  
 REF 2: 4887 RIFLE/A6713225

|                             |              |             |  |
|-----------------------------|--------------|-------------|--|
| HANDLING CHARGE 0.00        |              | SVC T/P USD |  |
| SINGLE-PIECE PUB RATE CHRG: |              |             |  |
| DV 0.00                     | COO 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 10.59           | PUB+HANDLING | 10.59       |  |











