

BARBER - Kinzer PPS GAL RE 0010160

Remington Arms Co., Inc.
Product Service
Legal Case #:5200

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213590	12/9/2010	11/24/2010	12/10/2010	11/24/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeff	Burch	RR 4 Box 944	Salem	WV	26426		H 304-622-2479 E burch297@aol.com

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				

11/24/10: Customer called in. He stated that while hunting on 11/24/10, he had a FSR. No damage, No injury. He has had gun for 6 yrs. Stated he bought it new at Wal Mart. He saw things about us on tv and is very upset that we haven't put the word out there that we have an issue, etc. He stated that he doesn't want to pay for anything. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25791	B6773157	DV	2/20/1986
Date Purchased	Where Purchased	Accessories	Original Owner			
	Wal Mart		Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$79.73	12/14/2010				

11/24/10: Sending ARS, ltr, form, box. Box order# 1162644. df 12/14/10: Per Ilion - Could not duplicate concern. TA is performing as designed. To restore confidence in rifle, we will replace TA, clean & test fire @ n/c. df 12/14/10: I called customer & left voice mail about n/c repair. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/10/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		DV
	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	STANDARD M/700 SAFETY
	Function	Like new; Functioning
	Sub-Assembly	ISS
Sear	Lift	---Select---
	Notch	Like new; Functioning
	Tests	Test Fired
Feeding Test		False
Trigger	Condition	Like new; Functioning
	Pull	---Select---
	Altered	False
	Sub-Assembly	M/700 Non-Bolt Lock

frmREInquiry - Repair Inquiry

Repair Number: **RE00213590** Serial: E6773157 Model: 700 Center Fire Caliber: 30
06 SPRIG Produced: 09/19/2001 SKU: 27478 Repairman: Status: New 12/9/2010 12:54:37 PM

Verify Repair

ADDRESS INFORMATION

Customer ☐ Received from **Return To** ☐ Received from

Name: JEFF BURCH Name: JEFF BURCH
Address 1: RR 4 BOX 944 Address 1: RR 4 BOX 944
Address 2: PO Box: PO Box:
City: SALEM City: SALEM
State: WV Zip Code: 26426 Country: US State: WV Zip Code: 26426 Country: US

FFL

Contact / Condition Problems Estimate History Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/9/2010 12:54:37 PM	New	schultscm	Repair Added	
12/9/2010 12:54:37 PM	Expedite	schultscm	From: Check In	To:
12/9/2010 5:00:00 PM	EmailSent	ArmEmail	Repair Received	BURCH2970
12/9/2010 5:00:00 PM	EmailVerified	ArmEmail	Receipt	BURCH2970
12/10/2010 5:00:00 PM	Maint	Travisbw	Repair Maintenance	Status: New

☐ Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC

Current Status

New
12/9/2010 12:54:37 PM
schultscm
Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search Refresh Close

RECEIVED
DEC 13 2010

BY:.....

5200

22"
4#
COPY
DV 9/01
.014

November 24, 2010

Jeff Burch
RR4 Box 944
Salem, WV 26426
Ph: 304-622-2479

Ref: # 5200

Dear Mr. Burch,

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 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,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Serial
Number:

E6773157

Model: 700



RE00213590

could not duplicate concern.
T.A. is performing as designed.
To restore confidence in rifle
will replace TPA, clean + test
fire at N/C

#23045

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

Print

Reset

Model Number: 700 ADL		Serial Number: E6713157	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Jeffrey W Burch		Date of Purchase: 2000	
Address (no PO Boxes): RR 4 Box 944			
City: Salem	State: WV	Zip: 26426	
Phone (Daytime): (304) 622-2479		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Burch 297@AOL.com			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: When selecting Fire From the Safe position the Gun Fired. 11-24-2010, One month prior, After Returning From a hunting trip, I had cleaned the bore and Action. I Cycled the bolt, selected Safe position. I then wanted to un-cock the Gun, when I selected Fire it Dry fired. Approximately 20 attempts I could not duplicate this situation. but become concerned with occurrence.			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Core Lokt 150 GR	
Other (i.e. bullet weight/type, shot size, powder): 150 GR			
Handload Information: N/A-Factory Ammo only Used			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds) <u>AFTER inclement weather - before storing For Season</u>
How often do you clean the action? (Months or Number of rounds) <u>AFTER inclement weather - before storing For Season</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>AFTER inclement weather - before storing For Season</u>
Brand of lubricant used: <u>Rem-Lube</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>AFTER cleaning</u>
How often do you lubricate the action? (Months or Number of rounds) <u>AFTER cleaning</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>never - less than 20 rounds have been fired through Gun</u>
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? <u>never</u>
What were the services performed? <u>none</u>
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
<input type="checkbox"/> 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.

10 rounds = Fired to sight in Rifle
1 round per .3 Seasons to verify
Zero = 3 Shots
2002 - 1 shot - Deer
2003 - 1 shot - Deer
2009 - 3 Shots - Bear = 18 rounds
Fired through this Rifle
1 uncommanded shot 11-24-2018
* Bore was not cleaned AFTER
uncommanded fire.

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/24/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5200 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Jeff Burch RR4 Box 944 Salem, WV 26426 Ph: 304-622-2479
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 24, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066729110
 REF 1:JEFF BURCH/CD/DMF
 REF 2:5200/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGS:
 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 8.20 PUB+HANDLING 8.20







