PrintDisplay BARBER -	Kinzer PP	S GAL RE (010234						J	Page 1 of 2
, PANDEN -			Rem	ington Arms Co Product Service Legal Case #:534	;					
Case Information										
RE# Date	Opened 5/2011	Date Open 12/1/20		Date Clos 1/18/201		lent Da	te	Pre Lit	Lit	Obsolete
Customer Information	ı									
Type Business	First Name	Last Name	S	treet	City	State	Zip	Age	-	ntact
Incident	Les	Carruth	6414 W 1	33rd Terrace	Overland Park	KS	66209	Ē		508-5796 th1@att.net
Incident Information										Ũ
Claims			Code	s	Repair	Est.	Medica	l Treatme	nt Me	dical Status
PI										
PD hole in floorboa S Fired when safe C		Cause:4038 Concern:1007		t Duplicate Conc afe Release	em		Un	known		
safety has been releas was closing the bolt a Firearm Information	ed and/or the nd put a hole i	bold has been clo in the floorboard	osed."cm 1 of the true	/18/11 Per letter ck.cm	sent with rifle, i	in early	'80's, the	e gun firec	l inside a	ı pickup as he
Mfg.		Туре		Model/Ga.		SKU		Serial	Bbl.	DOM
Remington		CF/BA	70	0/222 REM MA		n/a		258309	BP	1/1/1967
Date Purchased	When	e Purchased		Accessories	-	nal Owi	ner			
CONCERN:FSR			TW	O PIECE BASE		U				
Ammunition Informa	tion - None De	efined								
Other Products Inform	nation - None	Defined								
Settlement			Pa	mington/700/CE	/ID: A					
.	D 1			mington/700/CF			Ca	sh Ro	eim. Dat	e Cash Date
Settlement		ease of Claims	L	Release Date	Reimburse	ement	Settle	ment	APV	APV
Repair at no charge gesture of goodw	11									
	Repa	ir/Replacement Cost	t Rep	air/Replacemen Date	t					
		114.90		1/18/2011						
12/7/10 Mailing ARS Awaiting reply.cm 1/		mailed inspectio		Carruth. Offered	to replace trigge	r with n	ew one	without bo	lt lock a	t no charge.
Examination[Reming	ton/CF/BA1			· · · · · · · · · · · · · · · · · · ·						
Part	1	Sub-Part		Coc	le l			Comme		

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Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/7/2011
Examination	Product Type		RF
	Action Type		Α
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern]
	Description		24" 222 REM MAG
	Date Code		BP
Barrel	Bore Plugged	False	
	Bulged	False	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5348&Type=Case

2/1/2011

BARBER - Kinzer PPS GAL RE 0010234

PrintDisplay BARBER - Kinzer	Fired	False	
	Fired while Obstructed]	
	Muzzle/Crown Condition	Slightly Worn; Functioning	7
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning]
	Bulged	False	
	Description]	M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.006
Sear	Notch	Slightly Worn; Functioning]
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	STICKY, TRIGGER WORKS SLUGGISH
	Pull	Select	4#
	Altered	True	TRIG PULL ADJ
	Sub-Assembly	M/700 Bolt Lock	

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2/1/2011

BARBER - Kinzer PPS GAL RE 0010235

BARBER - Kinzer PPS GAL RE 0010236



1006 4th

December 1, 2010

Les Carruth 6414 W. 133rd Terrace Overland Park, KS 66209

Subject: #5348, Model 700

Dear Mr. Carruth,

Enclosed is the UPS ground prepaid shipping label for shipment of the firearm for inspection at our factory. Please include a copy of this 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 "Product Service".

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

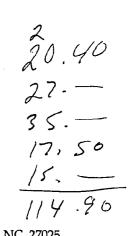
Sincerely,

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

2011 BY:....

enclosure





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

22224

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Model Number: 700 ADL	Serial Number: 258309
Are you the original owner?: 🛛 YES Г NO	
Name: LES CARRUTH ~	Date of Purchase: Approx 1974
	3rd Terrace
city: Overland PARK	State: KS Zip: 66209
	Eax Cell - 903-521-4269
E-mail Address:(if e-mail address is provided, notification	of receipt and shipment will be
seni) lescarruthi @ att. Net	h an a
E-mail Address:	
	<u></u>
Please describe your problem and date of occurrence:	*
See Attached let	
	<u>.</u>
500 characters left	
Ammunition Information:	
Manufacturer: VANOUS Monufacturer	Туре:
Other (i.e. bullet weight/type, shot size, powder):	
Handload Information:	
Powder Used:	Powder Weight
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

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

12-15-10

Remington Arms Company, Inc. 870 Remington Dr. Madison, NC 27025

Dear Sir:

I was attempting to fill out your forms for the enclosed Remington 700 ADL, and thought a letter might provide you with more information.

The rifle was purchased (new) at a Gibson's store in Brownwood, TX approx. the summer of 1974. It was used numerous times with both factory ammunition (various brands) and some reloads (again various components).

I can remember 2 times the accidental discharges happened, but can't tell you which kind of ammunition was used. The first incident happened in 1975 while hunting. The last time was in the early 80's. The circumstances were as follows:

1. The gun fired inside a pickup as I was closing the bolt. The damage was a <u>hole</u> in the <u>floorboard</u> of the truck.

2. The gun fired as it was being unloaded after hunting. It was in a safe direction and there was no damage or injury.

In general, I shot 4-5 boxes of ammunition in the gun/year. Since the last incident, I have been a bit apprehensive and the gun hasn't been used. The gun was well taken care of up to the early 80's incident and has had no modifications or work done on it.

The last lubricant (and what I currently use on my other guns) was Remington Rem.Oil w/Teflon.

If you have any other questions, I can be contacted at:

Les Carruth 6414 W 133rd Terrace Overland Park, KS 66209 <u>lescarruth1@att.net</u> 913-608-5796 (H) 903-521-4269 (C)

Yours traily,

a Count

Les Carruth

BARBER - Kinzer PPS GAL RE 0010239

Firearms Care (Cleaning and Lubrication):
Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds) attach cach use
How often do you clean the bore? (Months or Number of rounds) C.H. Cach use How often do you clean the action? (Months or Number of rounds) Q.H.cr each use
How often do you clean the trigger assembly? (Months or Number of rounds) after each use
Brand of lubricant used:
How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?
When was the last time that your firearm was serviced by a Remington authorized
repairman/gunsmith?) at factory when New
What were the services performed?)
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, 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 AN 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.
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Incident - 101125-000072 - Model 700 BARBER - Kinzer PPS GAL RE 0010240

Model 700

101125-000072 Status Unresolved Assigned To Not specified SLA Not specified Queue CSR

Reference#

Date Created

11/25/2010 04:41 PM

Initial Response None

Last Updated

11/25/2010 04:41 PM

Customer SmartSense +2 (on -3 to +3 scale)

Staff SmartSense 0 (on -3 to +3 scale) Discussion Thread Customer (Les Carruth)

Re: Model 700 ADL, 222 rem.mag., serial # 258309

Could you please let me know if there has ever been a recall by Remington for the Model 700. Specifically, I'm wondering if a fix has ever been made to prevent the accidental firing of this gun when the safety has been released and/or the bold has been closed.

This has happened to me and I would like to know your remedy.

Thank you,

Les Carruth lescarruth1@att.net 913-608-5796

Primary Contact

First Name: Les Last Name: Carruth Organization:

Login: lescarruth1@att.net Title: Contact Type: Email: lescarruth1@att.net Email - Alternate #1:

Email - Alternate #2: Office Phone: Mobile Phone: Fax: Assistant Phone:

Home Phone: Street City State/Province

Postal Code Country

Additional Information

5749

11/25/2010 04:41 PM

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_sid=... 11/30/2010

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/7/2010 F	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
REASECHECKIONER MEDIA COORDINATOR TO MAIL	1	I WILL MAIL	xxx
DESCRIPTION:	700		

LABEL INFORMATION

MAIL LABEL TO:	Les Carruth 6414 W 133rd Terrace	
	Overland Park, KS 66209	
RETURN ITEM TO:	Rem Prod Serv	
	Rem Flou Serv	
	=	

RLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATION

 4XX596
 DEC 8, 2010
 ALL CURR USD
 1 OF 1

 SVC GNDCOM
 ACT WT 10.0 LBS
 10F 1

 TRACKING# 124XX5969066117094
 REF 1:LES CARRUTH/CD/CM

 REF 1:LES CARRUTH/CD/CM
 REF 2:700

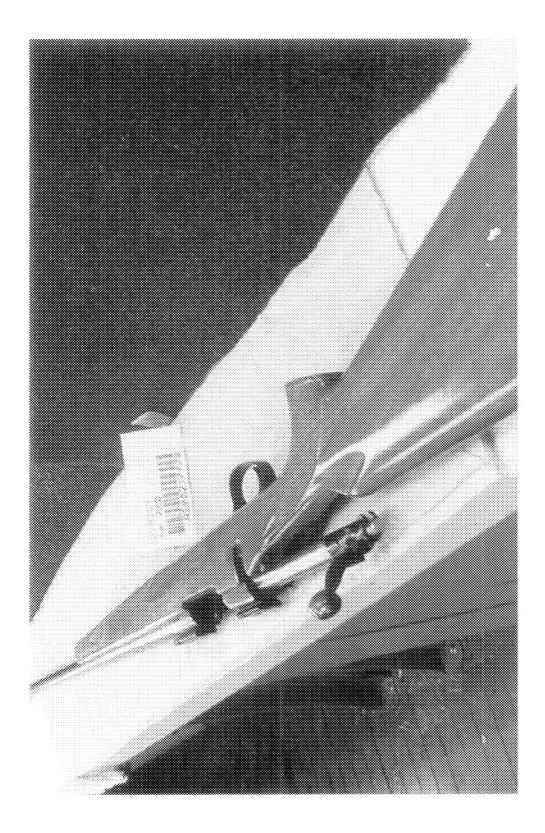
 HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGS:
 SVC T/P USD

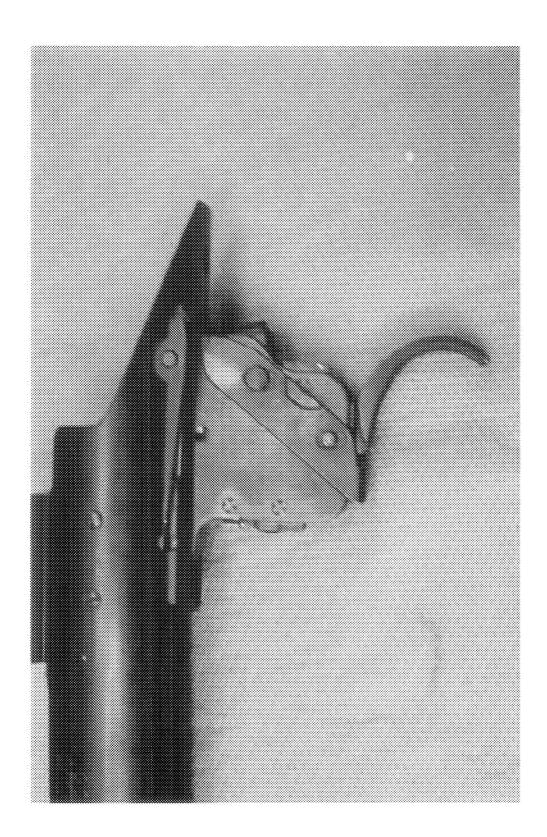
 DV 0.00
 COD 0.00
 RS 0.50

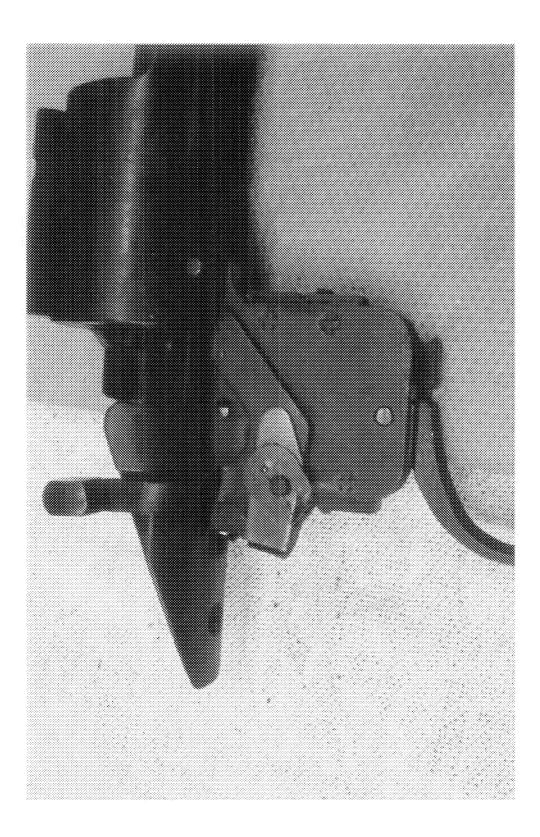
 DV 0.00
 DCD 0.00
 SD 0.00

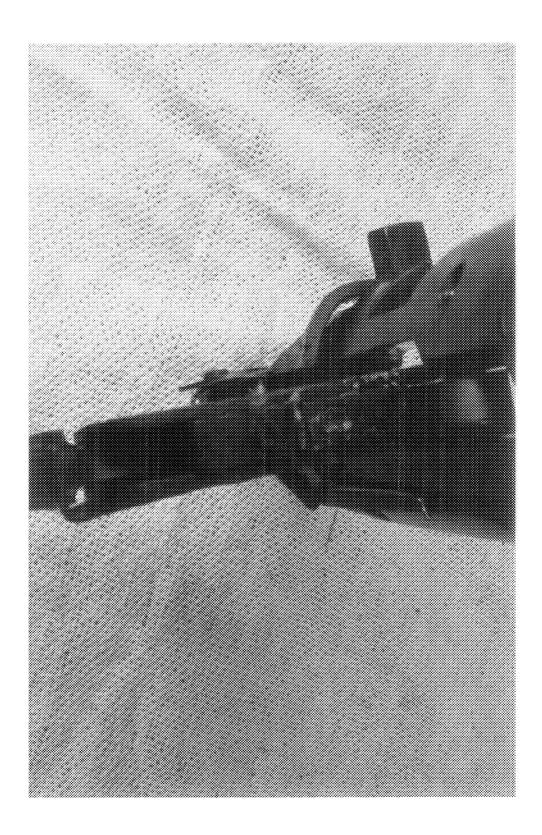
 AH 0.00
 PR 0.00
 SP 0.00

 TOT PUB CHG 9.45
 PUB+HANDLING 9.45









84RBER - Kinzer PPS GAL RE 0010245