

BARBER - Kinzer PPS GAL RE 0010246

Remington Arms Co., Inc.

Product Service

Legal Case #:4840

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210430	11/15/2010	10/25/2010	11/18/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Casey's Gunsmith Shop	Casey's	Gunsmit	297 Roxbury Rd	Mexico	ME	04257		W 207-357-5658

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S FSR twice	Concern:1007 Fired on Safe Release			
C				

10/25/10 Per call from dealer, Casey's, he is sending a rifle in for one of his customer's who has had this rifle fire when the safety was removed twice.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM 08 REM	25800	C6723624	XW	12/10/1993
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT CENTER INC		Y			

CONCERN:FSR, REQUESTS REPLACEMENT

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
Replace TPA, test at 1/2 normal charges as gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	65.02	11/23/2010				

10/25/10 Dealer is shipping to factory. Needs to get back quickly for customer before season opens.cm 11/18/10 Called dealer, explained condition and cost at 1/2 price as goodwill. He approved charges.cm 11/23/10 Repairman has added that the barrel chamber is pitted and needs replacing. The only bbl available will be black rather than camo. Called Casey and he said black is fine, we will replace bbl no charge since we did not have matching and since the info on the barrel was not provided on the first inspect and quote.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		F.SUPRY
	Exam Date		11/16/2010

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4840&Type=Case>

11/23/2010

BARBER - Kinzer PPS GAL RE 0010247

Examination	Product Type	RF
	Action Type	A
	Assigned To	F.SUPRY
Cause	4015	Improper Maintenance
Barrel	Description	22" 7MM08 REM CAMO
	Date Code	XW
	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	Non-ISS
Sear	Lift	---Select---
	Notch	Slightly Worn; Functioning
	Tests	Test Fired
Feeding Test	False	False
Trigger	Condition	Slightly Worn; Not Functioning
	Pull	---Select---
	Altered	False
	Sub-Assembly	M/700 Non-Bolt Lock

frmREInquiry - Repair Inquiry

Repair Number: **RE00210430** Serial: C6723624 Model 700 Center Fire Caliber 7
MM-08 REM Produced: 12/10/1993 SKU: 25800 Repairman: _____
Verify Repair: _____ Status: **Parked 11/16/2010 6:13:07 AM**

ADDRESS INFORMATION

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

Name: **DAN CASEY** Name: **DAN CASEY**
Address 1: **297 ROXBURY ROAD** Address 1: **297 ROXBURY ROAD**
Address 2: _____ PO Box: _____ Address 2: _____ PO Box: _____
City: **MEXICO** City: **MEXICO**
State: **ME** Zip Code: **04257** Country: **US** State: **ME** Zip Code: **04257** Country: **US**

FFL: _____

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/15/2010 3	New	lopataff	Repair Added	
11/16/2010 6	Maint	Travisbw	Repair Maintenance	Status: Estim
11/16/2010 6	ParkedExt...	Travisbw	Placed in PS Back Rack	hold for disp

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

Current Status
Parked
11/16/2010 6:13:07 AM
Travisbw
Product Services
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search Refresh Close



47.00 trig
17. - sol
11.50 test

\$75.50

+tax

dis

RECEIVED
NOV 17 2010

BY: _____

REDACTED

1843
exp. 6/14

4840
November 9, 2010

22"
Xw 12/6"
8.5"
10.15

Casey's Gunsmith Shop
297 Roxbury Rd
Mexico, ME 04257

Subject: #4840, Model 700

Dear Sir,

Per our conversation, following is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. 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 as a loyal Remington customer.

Sincerely,

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

enclosure

Serial Number:

C6723624

Model: 700



RE00210430

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

Remington.

FACSIMILE TRANSMITTAL SHEET

To: DAN CASEY Date: 11/9/10
Company: CASEY'S GUNS HOP From: Christy Mitchell
Fax No.: 207-364-8028 Fax No.: _____
Phone No.: (207) 357-5658 Phone No.: 800-243-9700 x 8684

Number of pages including Cover Sheet: _____

COMMENTS:

Rifle Fires when SAFETY is moved
From "SAFE" To "Fire"
- Happened Twice -

PRIVILEGED AND CONFIDENTIAL

This facsimile is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure. If you are not the intended recipient please do not disseminate, distribute, or copy this communication. Instead, please notify the sender immediately by return fax or by telephoning the number above and discard all copies of this fax.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700
Phone 336-548-8700 • www.remington.com

(207) 357-5658

10/26/10

Olseys Gun Shop
297 Roxbury Road
Mexico MAINE
04259



Dear Remington:

I AM RETURNING THIS
MODEL 700 (CUSTOMERS)
WHICH FIRED WHEN LOADED
BY MOVING THE SAFETY
FROM SAFE TO FIRE.

THIS HAPPENED TWICE.
NARROWLY MISSING FAMILY
MEMBERS.

REPLACING THIS
FIREARM WOULD SATISFY
THE CUSTOMER. *[Signature]*



November 9, 2010

Casey's Gunsmith Shop
297 Roxbury Rd
Mexico, ME 04257

Subject: #4840, Model 700

Dear Sir,

Per our conversation, following is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. 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 as a loyal Remington customer.

Sincerely,

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

enclosure

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

[illegible]

PS 12141

BARBER - Kinzer PPS GAL RE 0010253

Remington®

FACSIMILE TRANSMITTAL SHEET

To: _____ Date: 11/9/10

Company: _____ From: Christy Mitchell

Fax No.: 207-364-8028 Fax No.: _____

Phone No.: _____ Phone No.: 800-243-9700 x 8684

Number of pages including Cover Sheet: _____

COMMENTS:

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Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700
Phone 336-548-8700 • www.remington.com

RETURN SERVICE
CUSTOMER RECEIPT

SHIP TO:
PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEFER AVE.
ILION NY 13357

CUSTOMER SERVICE
800-742-5877

PACKAGE CONTENTS: FIREARMS

REF 1: CASEYS GUNSMITH/CD/CM
REF 2: 700/C6723624

IMPORTANT NOTICE TO ANYONE HANDING OVER GOODS TO UPS

This document is a receipt only and you are released from the obligation of insuring or insuring the goods. The receipt of goods is between UPS and the customer. There is no contract between you and UPS. In handing over the goods to UPS, you agree that UPS will not be liable for loss of the goods or for any damage to the goods or for any loss of or damage to goods resulting from negligence or any other cause.

THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER
RETURNING THE MERCHANDISE

UPS GROUND

TRK: 12 4XX 506 90 6729 1797



UPS Ground Service Rules: Carriage insurance may be subject to the rules relating to liability and other terms and conditions established by the Commission for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the International Carriage of Goods by Road (the "CMR Convention"). These documents, including the rules and conditions, are available from the U.S. Department of Transportation. For shipping rules, call 1-800-762-7000.

CASEY'S GUNSMITH SHOP
297 ROXBURY RD
MEXICO, ME 04257

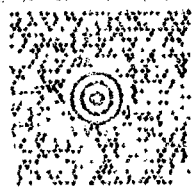
10 LBS

10

RS

SHIP TO:

PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEPLER AVE.
ILION NY 13357

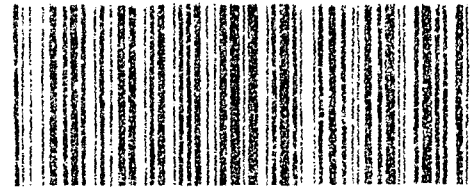


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6729 1797



BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1: CASEYS GUNSMITH/CO/CM
REF 2: 700/CG723624

RE 12.0 17

UP443 00 ON 10/2010



International Shipping Notice: Carriage not prepaid. This shipment is subject to the rules relating to liability and other terms and conditions established by the Convention on the Limitation of the Amount of Compensation for Damage to Goods in Transit, 1924, as amended by the Protocol of 1955, and the Convention on the Limitation of the Amount of Compensation for Damage to Goods in Transit, 1963, as amended by the Protocol of 1978. These conventions, technology or software were developed from the U.S. in accordance with the Export Administration Regulations. Shipment contrary to U.S. law prohibited. For shipping details, call 1-800-700-7000.



TRANSMISSION VERIFICATION REPORT

TIME : 11/09/2010 15:46
NAME :
FAX : 3365487823
TEL :
SER.# : BRO00J148005

DATE, TIME
FAX NO./NAME
DURATION
PAGE(S)
RESULT
MODE

11/09 15:45
12073648028
00:00:29
03
OK
STANDARD
ECM

Remington.

FACSIMILE TRANSMITTAL SHEET

To: _____ Date: 11/9/10
Company: _____ From: Christy Mitchell
Fax No.: 207-364-8028 Fax No.: _____
Phone No.: _____ Phone No.: 800-243-9700 x 8684

Number of pages including Cover Sheet: _____

COMMENTS:

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/9/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL <i>Fax</i> <u>I will fax: 207-364-8028</u>	
DESCRIPTION: <div style="text-align: right;">700</div> <div style="text-align: left;">C6723624</div>			

LABEL INFORMATION

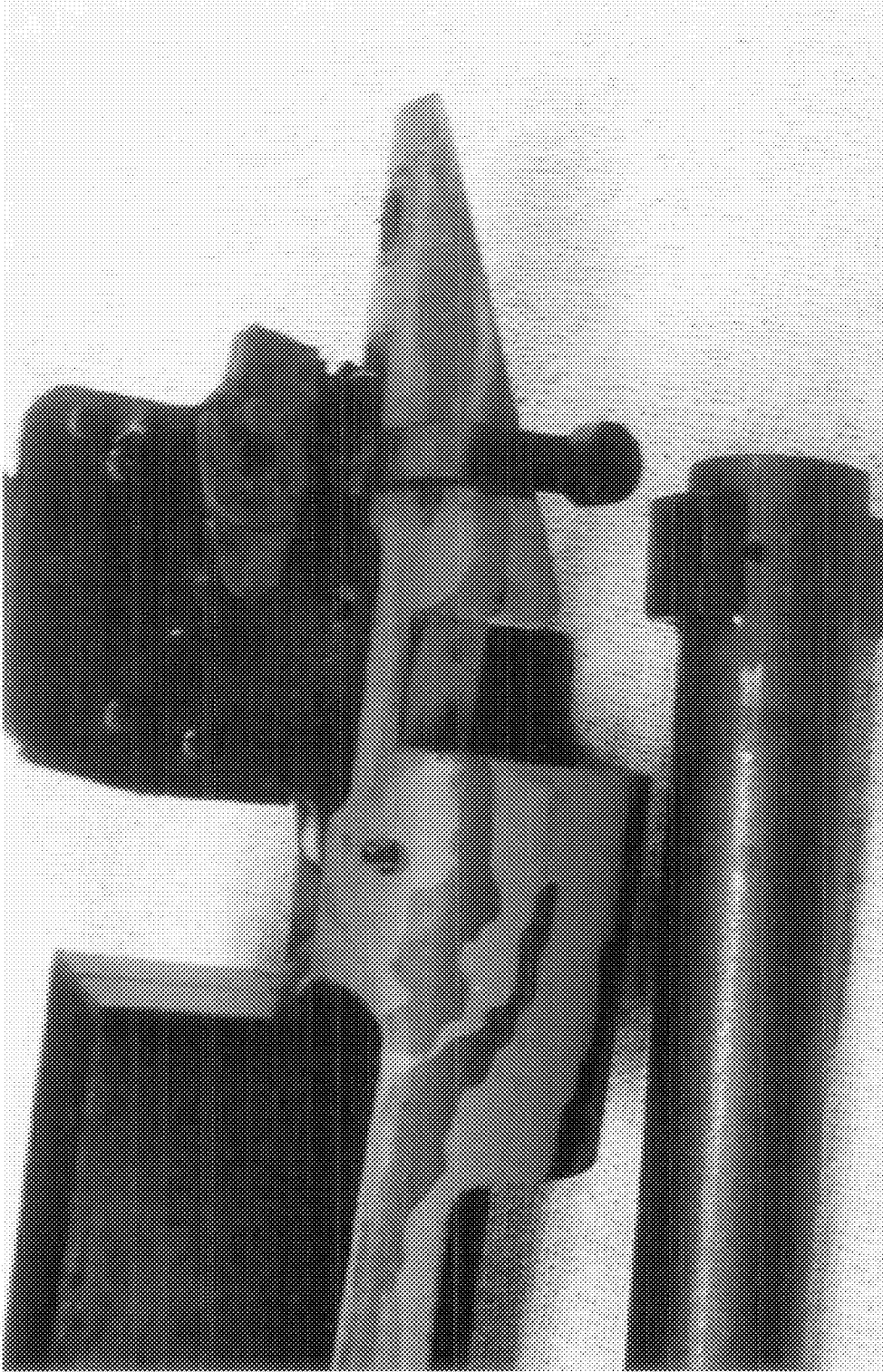
MAIL LABEL TO: Casey's Gunsmith Shop 297 Roxbury Rd Mexico, ME 04257 I will fax: 207-364-8028	
RETURN ITEM TO: Rem Product Serv	

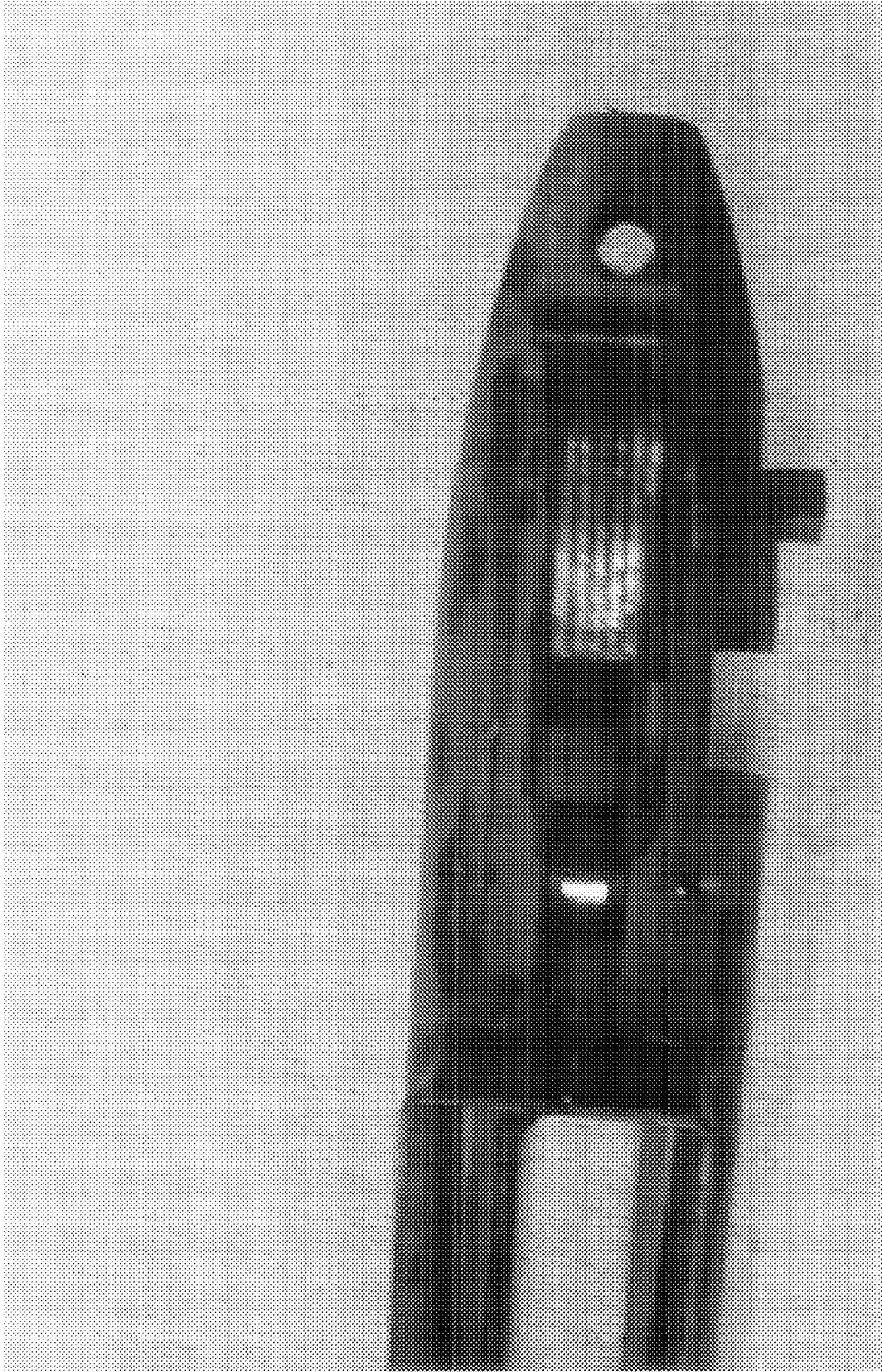
PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

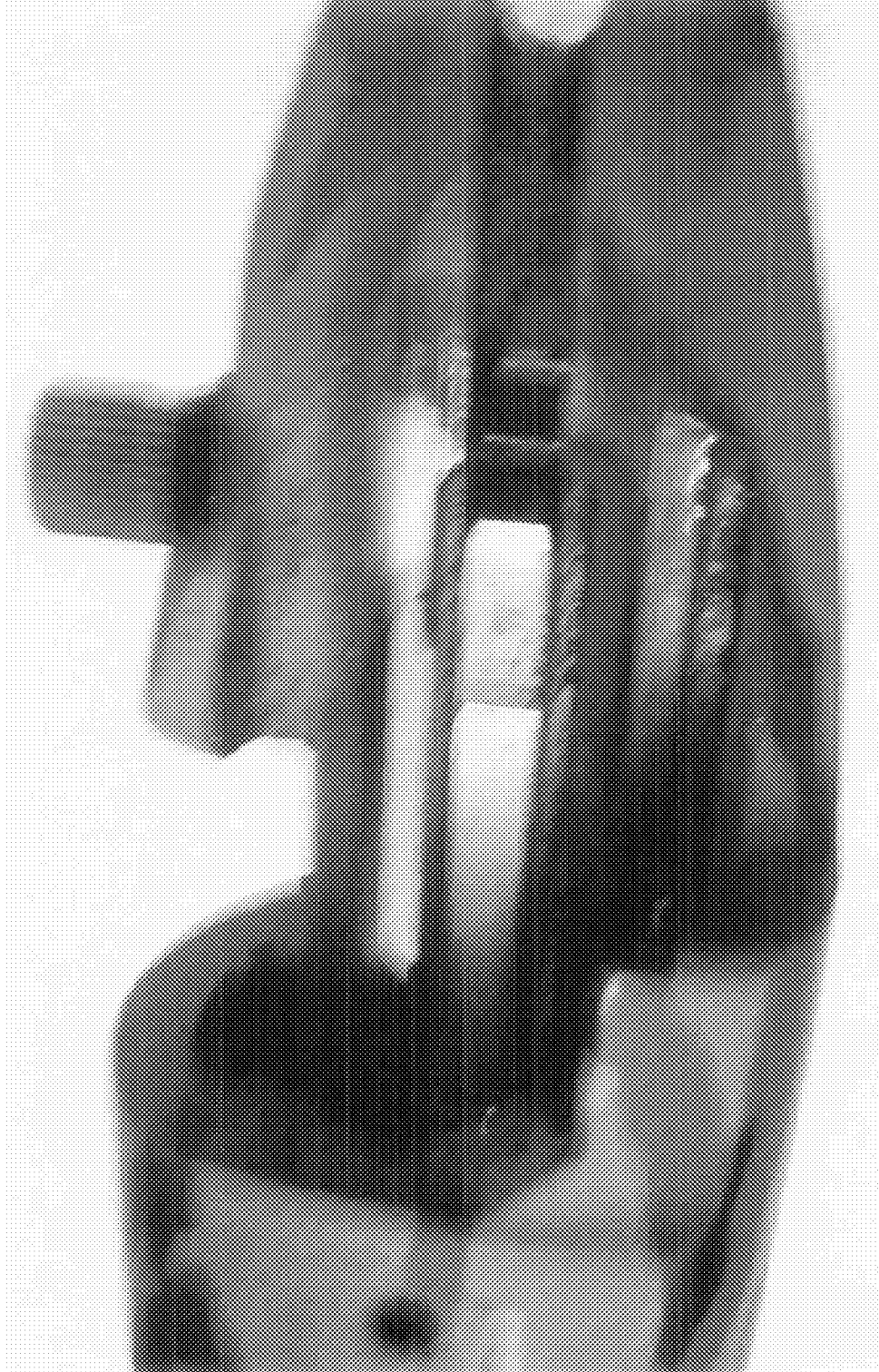
4XX596 NOV 9, 2010 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 124XX5969067291797
 REF 1: CASEYS GUNSMITH/CD/CM
 REF 2: 700/C6723624

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:
 DV 0.00 CDD 0.00 SVC 1/P USD
 DC 0.00 GCD 0.00 RS 0.50
 AH 0.00 PR 0.00 SD 0.00
 TOT PUB CHG 7.42 PUB+HANDLING 7.42









Remington Arms Co., Inc.
Product Service
Legal Case #:4818

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		10/21/2010					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Larry	Catlin	1226 East Street	Cassville	NY	13318		C 315-794-1510

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079	Other - Unexamined		
S	Concern:1007	Fired on Safe Release	Unknown	
C FSR				

10/21/10: Customer called in. He saw CNBC show. About 2 years ago his rifle fired on safe release. No damage. No injury. Only happened once. Never has happened again & he has used the gun many times since then. He is now concerned because of what the show stated. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	20000			
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

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
Repair/Replacement Cost	Repair/Replacement Date					

10/21/10: Sending letter & form. He will drop rifle off @ guard shack in Ilion. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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