

BARBER - Kinzer PPS GAL RE 0010636

Remington Arms Co., Inc.

Product Service

Legal Case #:5052

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212218/212347/212411	12/3/2010	11/10/2010	12/6/2010	11/6/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Steve	Farnsworth	1227 Whiskey Hollow	West	TX	76691		C 254-498-9567

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI hole in thumb				
PD				
S Fired when safety was released	Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release		N	
C				

PI hole in thumb

PD

S Fired when safety was released

Cause:4038 Could Not Duplicate Concern
Concern:1007 Fired on Safe Release

N

C

11/10/10 Per voicemail, he was hunting Saturday and his .300 RUM fired on safety release and put a hole in his thumb. He went online and saw issues. Has another .280 that has misfired.cm Per call, the post on the safety recoiled and broke the skin 1/2" around his thumb. Did not need stitches.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	26096	E6770417 WV		8/13/2001 9:26:25 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
11/1/2001	L.M. BURNEY, INC.	TWO PIECE SCOPE BASE,BOTTOM HALF OF RINGS	Y			

CONCERN:FSR, INJURY

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM EXP RE	n/a	A6758128 CV		4/25/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
9/1/1983	SPT SOUTH SHREVEPORT LA	BOTTOM HALF OF SEE THRU MOUNTS	Y			

CONCERN:FBC

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	27271	S6513343 LZ		2/21/2005 10:52:49 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
11/1/2006	L.M. BURNEY DISTRIBUTORS	SCOPE BASE,BOTTOM HALF OF RINGS	U			

CONCERN:CHECK OVER TPA

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, offer BLM price for two and special price the other rifle repair						
	Repair/Replacement Cost	Repair/Replacement Date				

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5052&Type=Case>

12/14/2010

80.46

12/14/2010

11/10/10 3:31: Left voicemail for Steve to call me. If he gets my voicemail again, leave address for 2 prepaid labels to be mailed to him.cm
 11/10 3:50 Rec'd call from Steve, the .280 fired when he closed the bolt years ago. He has used it since and not had a problem.cm
 12/8/10 Left voice message for Steve with info on the inspection of the 2 rifles and the quote amounts. Asked him to call me.cm
 12/14/10 Steve called and has approved all 3 repairs.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 7MM REM MAG SS
	Date Code		LZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	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	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---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	9#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF OF RINGS

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 7MM EXP REM
	Date Code		CV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	7#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		BOTTOM HALF OF SEE THRU MOUNTS

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	I have the photos in a separate folder. No more room here.

Barrel	Description	26" 300 RUM
	Date Code	WV
	Bore Plugged	False
	Bulged	False
	Fired	False
	Fired while Obstructed	
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning
	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---
Safety	Description	STANDARD M/700 SAFETY
	Function	Like new; Functioning
	Sub-Assembly	ISS
Tests	Test Fired	False
	Feeding Test	False
Trigger	Condition	Slightly Worn; Not Functioning
	Pull	---Select---
	Altered	True
	Sub-Assembly	M/700 Non-Bolt Lock
Non-Remington Components	Description	TWO PIECE SCOPE BASE,BOTTOM HALF OF RINGS

frmReInquiry - Repair Inquiry																																																																
Repair Number	RE00212218	Serial: S6513343 Model: 700 Center Fire Caliber: 7 MM REM MAG-Produced: 02/21/2005 SKU: 27271	Repairman: Charles Swanson Status: ApprovalHold 12/6/2010 2:38:32 PM																																																													
Verify Repair																																																																
ADDRESS INFORMATION																																																																
Customer		<input checked="" type="radio"/> Received from	Return To																																																													
		<input type="radio"/> Received from																																																														
Name:	STEVE FARNSWORTH																																																															
Address 1:	1227 WHISKEY HOLLOW																																																															
Address 2:	PO Box:																																																															
City:	WEST																																																															
State:	TX	Zip Code:	76691																																																													
	Country:	US																																																														
FFL: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>																																																																
<div style="display: flex; justify-content: space-between;"> Contact / Condition Problems Estimate History / Status Shipping / Billing </div>																																																																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> <th>Desc2</th> <th></th> </tr> </thead> <tbody> <tr> <td>12/2/2010 8:2...</td> <td>New</td> <td>lopataff</td> <td>Repair Added</td> <td></td> <td><input type="checkbox"/> Shipping Hold</td> </tr> <tr> <td>12/2/2010 8:3...</td> <td>Expedite</td> <td>valentds</td> <td>From: Check In</td> <td>To:</td> <td><input type="checkbox"/> Interface Hold</td> </tr> <tr> <td>12/6/2010 1:4...</td> <td>Maint</td> <td>Travisbw</td> <td>Repair Maintenance</td> <td>Status: R</td> <td><input type="checkbox"/> Estimate Sent</td> </tr> <tr> <td>12/6/2010 2:3...</td> <td>Estimate</td> <td>swansonch</td> <td>Estimate Update</td> <td>Status: A</td> <td><input type="checkbox"/> Parts Received</td> </tr> <tr> <td>12/6/2010 2:4...</td> <td>ApprovalH...</td> <td>System</td> <td>Immediate SAP Allocation</td> <td></td> <td><input type="checkbox"/> Passed Inspection</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td><input type="checkbox"/> Return as Received</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td><input type="checkbox"/> Has Been Approved</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td><input type="checkbox"/> Internal Repair</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td><input type="checkbox"/> Exclude TATC</td> </tr> </tbody> </table>					Date	Code	User ID	Desc1	Desc2		12/2/2010 8:2...	New	lopataff	Repair Added		<input type="checkbox"/> Shipping Hold	12/2/2010 8:3...	Expedite	valentds	From: Check In	To:	<input type="checkbox"/> Interface Hold	12/6/2010 1:4...	Maint	Travisbw	Repair Maintenance	Status: R	<input type="checkbox"/> Estimate Sent	12/6/2010 2:3...	Estimate	swansonch	Estimate Update	Status: A	<input type="checkbox"/> Parts Received	12/6/2010 2:4...	ApprovalH...	System	Immediate SAP Allocation		<input type="checkbox"/> Passed Inspection						<input type="checkbox"/> Return as Received						<input type="checkbox"/> Has Been Approved						<input type="checkbox"/> Internal Repair						<input type="checkbox"/> Exclude TATC
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<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Current Status</p> <p>Approval-Hold</p> <p>12/6/2010 2:38:32 PM</p> <p>swansonch</p> <p>Repair Bench</p> <p>Repair Location</p> <p>ILN</p> <p>Current Location</p> <p>ILN</p> <p>Transfer Number</p> </div> <div style="width: 45%;"></div> </div>																																																																
Repair Search		Refresh		Close																																																												

2/22/8

trig \$47
clean \$14
test \$11.50

\$72.50

RECEIVED

BY:.....

Remington®

5052

26"
L 22/0!
9#
013

November 10, 2010

Steve Farnsworth
1227 Whiskey Hollow
West, TX 76691

Subject: #5052, Model 700

Dear Mr. Farnsworth,

Serial Number:

S6513343

Model: 700



RE00212218

Per our phone conversation, enclosed is one 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

could not duplicate concern
T.A. set screws altered. Replace
T.A. cement rest of 1/2 normal
cost.

Quote

enclosure

Dear Sirs:

I have never had a problem "mustfire" with my 7mm Rem mag, but since I have had a problem with the other 2 rifles, please inspect this one also.

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 S		Serial Number: 56513343	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: STEVE L. FARNSWORTH		Date of Purchase: NOV. 2006	
Address (no PO Boxes): 1227 WHISKEY HOLLOW			
City: WEST	State: TX	Zip: 76691	
Phone (Daytime): 254-755-7725		Fax: 254-755-7726	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) SLFARNS@NETZERO.NET farnschiro@HOT.RR.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:			
<p>Never have had a problem w/ this rifle, but since it has the same trigger as the 280 Rem and 300 RUM I would like to have it inspected also. Thanks for your help - LOVE my Rem. Rifles!</p>			
500 characters left			
Ammunition Information:			
Manufacturer: REMINGTON		Type: EXPRESS CORE LOCK 7MM MAGNUM	
Other (i.e. bullet weight/type, shot size, powder): 150g. Core-Lock			
Handload Information:			
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:	HOPPE #9
How often do you clean the bore? (Months or Number of rounds)	every 12 mo. after hunting
How often do you clean the action? (Months or Number of rounds)	every 12 mo after hunting
How often do you clean the trigger assembly? (Months or Number of rounds)	every 12 mo after hunting
Brand of lubricant used:	HOPPE / REMINGTON
How often do you lubricate the bore? (Months or Number of rounds)	every 12 mo
How often do you lubricate the action? (Months or Number of rounds)	every 12 mo
How often do you lubricate the trigger assembly? (Months or Number of rounds)	every 12 mo.
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?	
Never	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<p>⚠ 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.</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>	

nagletj - ILN/Prod:

37 ship & labor

RECEIVED
JUN 20 1964

BY: _____

Remington®

5052

22"
CV 4/74
7#
009

November 10, 2010

Steve Farnsworth
1227 Whiskey Hollow
West, TX 76691

Subject: #5052, Model 700

Dear Mr. Farnsworth,

Per our phone conversation, enclosed 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:

A6758128

Model: 700



RE00212347

could not duplicate concern.
T.A. set screws altered. Replace
T.A., clean & test fire under
B.L.P. Ron B 20.00 + ship

Quote

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 ADL		Serial Number:	A6758128	
Are you the original owner?: <input checked="" type="radio"/> YES <input type="radio"/> NO					
Name: STEVE L. FARNSWORTH			Date of Purchase: SEPT. 1983		
Address (no PO Boxes): 1227 WHISKEY HOLLOW					
City:	WEST		State:	TX.	Zip: 76691
Phone (Daytime): 254-755-7725			Fax: 254-755-7726		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) SLFARNS@NETZERO.NET / FARNSCHW@HOT.RR.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:					
<p>DEC. 1998 GUN FIRED INTO concrete patio while cycling bolt to UNLOAD AMMO - ADL model w/o trap door</p> <p>NOV. 2009 RIFLE FIRED INTO AIR while cycling bolt to unload Ammo from MAGAZINE.</p>					
500 characters left					
Ammunition Information:					
Manufacturer: Remington			Type: 280 Rem core Lock		
Other (i.e. bullet weight/type, shot size, powder): 1.50 gr.					
Handload Information:					
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:	HOPPE #9
How often do you clean the bore? (Months or Number of rounds)	every 12 mo after hunting
How often do you clean the action? (Months or Number of rounds)	every 12 mo after hunting
How often do you clean the trigger assembly? (Months or Number of rounds)	every 12 mo after hunting
Brand of lubricant used:	HOPPE
How often do you lubricate the bore? (Months or Number of rounds)	every 12 mo
How often do you lubricate the action? (Months or Number of rounds)	every 12 mo
How often do you lubricate the trigger assembly? (Months or Number of rounds)	every 12 mo
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?	
NEVER	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefer Avenue Ilion, NY 13357	
<p>⚠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.</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>	

frmRepairMain - Repair Inquiry

Repair Number: RE00212411	Serial: E6770417 / Model: 700 / Center Fire / Caliber: 300 REM ULTRA MAG Produced: 08/13/2001 SKU: 26096	Repairman:	Status: New 12/3/2010 6:28:56 AM
Verify Repair			
ADDRESS INFORMATION			
Customer		Received from	
Name: STEVE FARNSWORTH	STEVE FARNSWORTH		
Address 1: 1227 WHISKEY HOLLOW	1227 WHISKEY HOLLOW		
Address 2: PO Box:	PO Box:		
City: WEST	WEST		
State: TX Zip Code: 76691 Country: US	TX Zip Code: 76691 Country: US		
FEL			
Contact / Condition	Problems	Estimate	History / Status
Shipping / Billing			
Date	Code	User ID	Desc1
12/3/2010 6:2...	New	valentds	Repair Added
12/3/2010 12:...	EmailSent	ArmEmail	Repair Received
12/3/2010 12:...	EmailVerified	ArmEmail	Receipt
12/8/2010 10:...	Expedite	pencerl	From: Check In
12/9/2010 2:3...	Maint	Travisbw	Repair Maintenance
			Status: New
Repair Search		Refresh Close	

12/14 Will price @ BLSR price as goodwill.
sent 3 rifles

RECEIVED
DEC 10 2010
BY: _____

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

Model Number: 700 BDL		Serial Number: E6770417	
Are you the original owner?: <input checked="" type="radio"/> YES <input type="radio"/> NO			
Name: STEVE L. FARNSWORTH		Date of Purchase: NOV. 2001	
Address (no PO Boxes): 1227 Whiskey Hollow			
City: WACO	State: TX	Zip: 76691	
Phone (Daytime): 254 498-4567	Fax: 254-755-7726		
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) SLFARNS@NETZERO.NET / FARNSEHIRO@HOT.RR.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:			
<p>NOV. 6, 2010 sitting in deer blind 15 feet in air rifle pointed at ground; saw a Buck and took safety off, when 300 yds fired - busted hole in R thumb from safety button hitting it from recoil. STEVE O/Buck 1 he got to live another day.</p>			
500 characters left			
Ammunition Information:			
Manufacturer: REMINGTON		Type: 300 ULTRA-MAG	
Other (i.e. bullet weight/type, shot size, powder): 180gr S&W BULLET			
Handload Information:			
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:	HOPPE #9
How often do you clean the bore? (Months or Number of rounds)	every 12 mo. after hunting
How often do you clean the action? (Months or Number of rounds)	every 12 mo. after hunting
How often do you clean the trigger assembly? (Months or Number of rounds)	every 12 mo. after hunting
Brand of lubricant used:	HOPPE
How often do you lubricate the bore? (Months or Number of rounds)	every 12 mo
How often do you lubricate the action? (Months or Number of rounds)	every 12 mo
How often do you lubricate the trigger assembly? (Months or Number of rounds)	every 12 mo
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?)	
NEVER	
What were the services performed?)	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, 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 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.	

Remington®

5052

26"
WV 8/01
[redacted]
015

November 10, 2010

Steve Farnsworth
1227 Whiskey Hollow
West, TX 76691

Subject: #5052, Model 700

Dear Mr. Farnsworth,

Per our phone conversation, enclosed 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:

E6770417

Model: 700



RE00212411

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

Case #	5052	Date of Call	11/10	Date of Incident	11/6	PreLit		Lit		Obs	
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Reporter	Incident
name	Name/Age
address	address
contact #'s	contact #'s
email	email

Steve Farnsworth
1227 Whiskey Hollow West TX
254-498-9567 76691

Injury	hole in thumb - post on safety recoiled & broke skin 1/2" around.
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Medical Treatment	
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Alleged cause	
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760 A6758128 .280

Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
760	E6770417	300RUM		Y-02				

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes:	<p>11-10 Voice mail - Sat hunting & his 300RUM fired on safety release & put a hole in his thumb. Went online & saw issuer. Has another in .280 that has misfired.</p> <p>3:31 - Left voice message to call me. Leave address for prepaid labels if he gets my voicemail again.</p> <p>.280 closed bolt & it fired - used it since w/out trouble</p>
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Customer's Request	
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My actions/offers	
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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:	11/10/2010	REQUESTED BY:	christy
QUANTITY:	2	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: <input checked="" type="checkbox"/> MEDIA <input type="checkbox"/> COORDINATOR <input type="checkbox"/> TO MAIL		I WILL MAIL <input type="checkbox"/> XXXXXXXXXXXXXXXX	
DESCRIPTION: <u>700 - E6770417</u> <u>700 - A6758128</u>			

LABEL INFORMATION

MAIL LABEL TO:	Steve Farnsworth 1227 Whiskey Hollow West, TX 76691
RETURN ITEM TO:	Rem Prod Serv Ilion, NY

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

4XX596 NOV 11, 2010 ALL CURR USD 1 OF 2
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065283008
REF 1: STEVE FARNSWORTH/CD/CH
REF 2: 700/E6770417

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 10.54		PUB+HANDLING 10.54	

4XX596 NOV 11, 2010 ALL CURR USD 2 OF 2
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067091619
REF 1: STEVE FARNSWORTH/CD/CH
REF 2: 700/A6758128

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 10.54		PUB+HANDLING 10.54	





















