

BARBER - Kinzer PPS GAL RE 0010716

Remington Arms Co., Inc.

Product Service

Legal Case #:4897

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210436	11/15/2010	10/29/2010	11/16/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		M. Patrick	Frye	650 Cherry Creek Rd	Marquette	MI	49855		H 906-362-3689 E mpfrye55@att.net

Incident Information

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

10/29/10 Per call from Frye, he owns 2 700's, one he bought used. In the late '80's he had one of them in the woods and when he lifted it up and took the safety off it fired. His season starts Nov 15th.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	n/a	B6404070	OC	7/28/1982
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY SPT MONTDALE PENN BOTTOM HALF OF SEE THRU MOUNTS		U			

CONCERN:FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	6756970	PY	6/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
	SCOPE BASE,BOTTOM HALF OF RINGS		U			

CONCERN:FSR

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, replace TPA, clean at BLSM price, other rifle priced 1/2 normal as goodwill						

Repair/Replacement Cost	Repair/Replacement Date
30.23	11/18/2010

10/29/10 Emailing letter and ARS.cm 11/18/10 Left a voice message with inspection results and quote. Per Ilion, could not duplicate concern. Trig assm and action very dirty and rusty. Can offer to replace TPA, check over, clean and test under BLSM program price.cm 12/30/10 Spoke with Mr. Frye about the estimate for the 2nd model. It did not have the bolt lock so they did not offer this one at the BLSM price. With both rifles there was a maintenance issue. Spoke with him regarding cleaning the small internal parts and will send him an owner's manual.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		F.SUPRY
	Exam Date		11/16/2010
	Product Type		RF

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4897&Type=Case>

12/30/2010

	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		PY
	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	ACTION DIRTY/RUSTY
	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---	.015
	Notch	Slightly Worn; Functioning	DIRTY/RUSTY
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/RUSTY
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 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		12/16/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	PHOTOS FOR R#214475 ARE IN A SEPERATE FOLDER
	Description		22" 3006 SPR
	Date Code		OC
	Bore Plugged	False	
	Bulged	False	

Barrel	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	RUSTY
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	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	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	8#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		BOTTOM HALF OF SEE THRU MOUNTS

22"
0c7/82
8#
10104897

October 29, 2010

M. Patrick Frye
650 Cherry Creek Rd
Marquette, MI 49855

Subject: #4897, 2 x Model 700's

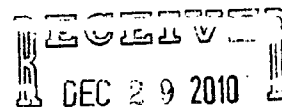
Dear Mr. Frye,

Per our conversation, you should receive an email with your prepaid UPS ground shipping labels for shipment of the firearms to our factory within the next 24-48 business hours. Please include a copy of the attached 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 "Supry".

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



BY:.....

Part Line Number:
B6404070
Model: **700**

**RE00214475**

could not duplicate concern
T.A. DIRTY & RUSTY. Trigger works
sluggish. Replace TPA, clean
& test fire at 1/2 normal
cost.

Q coke

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

RECEIVED
NOV 17 2010

BY: _____

22"
P-10/74
S.S.
1009

4897

October 29, 2010

M. Patrick Frye
650 Cherry Creek Rd
Marquette, MI 49855

Subject: #4897, 2 x Model 700's

Dear Mr. Frye,

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Sincerely,

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

Serial Number:
6756970
Model: **700**



RE00210436

could not duplicate concern.
TRIG. ASSM + ACTION IS VERY
DIRTY + RUSTY. CAN offer to
replace TPA, check over, clean
+ TEST FIRE under bolt lock
program for \$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

Email

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/29/2010	REQUESTED BY:	christy
QUANTITY:	2	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA Email to him at: COORDINATOR mpfrye55@att.net TO MAIL		I WILL MAIL	
DESCRIPTION: 2 x 700's (2)			

LABEL INFORMATION

MAIL LABEL TO:	M. Patrick Frye 650 Cherry Creek Rd Marquette, MI 49855	Email to him at:	mpfrye55@att.net
RETURN ITEM TO: Remington Product Service		4XX596 OCT 29, 2010 ALL CURR USD 1 OF 2 SVC GND COM ACT WT 10.0 LBS TRACKING 124XX5969067306897 REF 1: M. PATRICK FRYE/CD/CM REF 2: 700	

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
 DV 0.00 COD 0.00 RS 1.00
 DC 0.00 DCD 0.00 SD 0.00
 AH 0.00 PR 0.00 SP 0.00
 TOT PUB CHG 9.28 PUB+HANDLING 9.28

mpfrye55@att.net

4XX596 OCT 29, 2010 ALL CURR USD 2 OF 2
 SVC GND COM ACT WT 10.0 LBS
 TRACKING 124XX5969066394500
 REF 1: M. PATRICK FRYE/CD/CM
 REF 2: 700

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
 DV 0.00 COD 0.00 RS 1.00
 DC 0.00 DCD 0.00 SD 0.00
 AH 0.00 PR 0.00 SP 0.00
 TOT PUB CHG 9.28 PUB+HANDLING 9.28



