Remington Arms Co., Inc. Product Service Legal Case #:5064

Case Information

 RE#
 Date Opened
 Date Opened(PS)
 Date Closed
 Incident Date
 Pre Lit
 Lit
 Obsolete

 211202
 11/22/2010
 11/11/2010
 11/23/2010
 11/11/2010

211202 11/22/2010 Customer Information

Type **Business** First Name Last Name Street City State Zip Age Contact Incident Nathan Jones 205 Gale Vista Dr Bonaire GA 31005 H 478-396-9537

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

PΙ

PD Cause: 4038 Could Not Duplicate Concern

Concern:1007 Fired on Safe Release

Unknown

S Fired when he removed safety C

11/11/10 Per call from Jones, he was out with his 700 this morning and it fired when he removed the safety. It has never happened before and he's not had any trouble with it. He purchased it years ago second hand.cm

Firearm Information

 Mfg.
 Type
 Model/Ga.
 SKU
 Serial
 Bbl.
 DOM

 Remington
 CF/BA
 700/380 WIN
 n/a
 B6212594
 OA
 7/28/1980

Date Purchased Where Purchased Accessories Original Owner

K MART ENTER NEWNAN GEORGIA SCOPE BASE N

CONCERN:FSR

Ammunition Information - None Defined Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement Release of Claims Release Date Reimbursement Cash Reim. Settlement Date APV APV

Per Jones, return rifle, he will be installing Timney trigger

Repair/Replacement Repair/Replacement Cost Date

30.23 11/30/2010

11/11/10 Mailing ARS.cm 11/30/10 Per Ilion, could not duplicate concern. Trig assm dirty. Replace TPA, clean, test fire at BLSM price of \$20 + shipping. Emailed Jones for approval.cm 12/6/10 Jones called and said to ship the rifle back. He would rather put a Timney trigger in the rifle.cm

#### Examination[Remington/CF/BA]

Part Sub-Part		Code	Comment	
	Examiner		B.TRAVIS	
Examination	Exam Date		11/23/2010	
	Product Type		RF	
	Action Type		A	
	Assigned To		T.NAGLE	
Cause	4038	Could Not Duplicate Concern		
ВагтеІ	Description		22" 308 WIN	
	Date Code		OA	
	Bore Plugged	False	]	
	Bulged	False	]	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5064&Type=Case

12/6/2010

BAKBEK - KINZEL	PPS GAL RE 001114	.9	1 450 2 01
	Fired	False	
<b>'</b>	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Wom; Functioning	
	Firing Pin	Slightly Worn; Functioning	7
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	· ·
	Stop	Slightly Wom; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	Ī
	Block Condition	Select	<b>-</b>
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	1
	Fore End Condition	Select	Ī
n .	Condition	Slightly Worn; Functioning	Ī
Receiver	Bulged	False	]
	Description		STANDARD M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.007
Sear	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	lests	False	
	Condition	Slightly Worn; Functioning	DIRTY
Trigger	Pull	Select	4.5#
1118801	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	]
Non-Remington Components	Description		SCOPE BASE

Add Repai	r Estimate F	lepair Expe	dite Repair	Inquiry	Repair Tools	CSR Too	ls Reports	Table Maintenance	System	Location
噩	frmREInquiry	y - Repair, Inqı	uir <b>y</b>	anggan ang ang ang Panggan ang ang ang	eve to the visit of the control	en ku sasanini	andramania in the same	alisaladi la l'ammanina a	tion was in the co	
T.	Repair Number				lodel 700 (Center			Bruce Travis	NO WINGS OF AN	
9	401	TEUDETTE DE	WINP	oduced 07/	lodel:700 (Center 28/1980 Repair CN	IT 2'SKU 20		ApprovalHold 117247	2 <b>010 6.13.13</b> 7	
7,0	Verify Repair	AND THE PROPERTY OF THE PROPER	3113				Status	AMATERIA		
	. " " " " " " " " " " " " " " " " " " "	Customer			• Received from	Retur	ń To		leceived from	
	Name	NATHAN JONES	TANK TANKSTON	IV SANGER SHAME	ર્કે કે મહારે જિલ્લાનો કરો કરાવા કરો કરાવા કરો જ		AN JONES	PROPERTY ALL SERVE	a jiliyah sareke a 1949	-
	100	205 GALE VISTA	DR.		777	)   205 G	ALE VISTA DR.			# 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
4	Address 2:			PO Box			en delica e como e de decido.	PO Box		
	ACMITTAN STATES	BONAIRE	· · · · · · · · · · · · · · · · · · ·	— <sub>K</sub> obanie		BONA	Designation of the east of the	S. 200 E 25 E		
	State	GA Zip Code	: J31005	Country:	JUS 💮	GA	Zip Code." 3100!	Country: US		
				$\mathbb{V}_{\mathbf{v}}[X]$	``\FFL'					
	Contact / Conditi	on Problems   [	stimate His	ory / Status	Shipping / Billing					
	"一个人的人的人的人的人	的代数属語	4. 混雜。	24. ALL 的与	公司提供的	是是小时代	Shipping Halo	Curren	Status	
	11/22/2010 9		lopatali	Repair Ad	ded	*Desc2 *	Interface Hold	The street when	ovalHold 3% is 0 6:13:13 AM:	
A A	11/22/2010 1		ArmEmail	Repair Re		NWJONE :	Γ Estimate Sent	L. See Str	wisbw 4 work	
	PS 1	2 EmailVerified	ArmEmail	Receipt		NWJONE	Parts Receive	Acharonal a correct of the vary	veRack Location	
	11/24/2010 5	i Maint	Travisbw	Repair Ma	intenance	Status: R	☐ Passed Inspe		ILN South	
	11/24/2010 6	: Estimate	Travisbw	Estimate L	Ipdate	Status: A	☐ Has Been Ap	All Market A. Waller P. Land	Location	
	图 建物工物	er kommis	Printer.	FREE SE	20年,李宗	· · · · · · · · · · · · · · · · · · ·	∏r Internal Repa	Transfe	r Number	
	1746 ASS			Y SHERI			TEXCLUDE TATO	The same was a same		
	. Repair Sea	arch						Refres	h S	Jose
7,1	nor have been been to	enter a la versi	Yan diki			54326		AMERICAN TO AMERICA	E to Back	SPACE OF STATE
	44		T. Tana							•
		2005		· Paren						
								Carlos A		
		. •	Contract of				Service Control of the Control of th			
(i . [a]	IX)									
ii G		Washing to 2 of Submiss		mei mal	aex)	SNAG ETJ		Wednesday, Nov.	પ્રદેશનો કે	क्षेत्रीतकृतिकारीका स्थापना स्

17 shp. 20 1450r

BY:....

**BARBER - Kinzer PPS GAL RE 0011151** 

# Remington

22" 0A7/8 4.5"

5069

November 11, 2010

Nathan Jones 205 Gale Vista Dr Bonaire, GA 31005

Subject: #5064, Model 700

Dear Mr. Jones,

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

B6212594

Model: 700

RE00211202

Could not duplicate concern.

T.A. dirty: Replace TPA, chan

+ Test Fire under BC? 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 NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: Model 700	Serial Number: BUX12	594
Are you the original owner?: YES NO		
Name: Nather Jores -	Date of Purchase: Circu	1138
Address (no PO Boxes): 205 Give Usha	Dr.	
city: Borwice	State: CA	zip: 131005
Phone (Daytime): 479-396-9537	Fax:	
E-mail Address: (if e-mail address is provided, notification sent) NW 2005 180 Yahoo. Com	وربيه بالتحادث	
E-mail Address:  I would like to receive future e-mail updates from Ren	nington	
Please describe your problem and date of occurrence:	<u> </u>	
Thore Owned this Nifle For Problem However on Nov 18 I moved the Sufery from the the rifle discharged without More earn brought the gran up to while to yet the gran to do it as similar Problem with his 700 in 25	th I was hunting the 'f 'Sufe' to the 'f re touching the My Shoulder, I again Sive My av	tryger. I had have not been
Ammunition Information:		
Manufacturer:	туре:	
Other (i.e. bullet weight/type, shot size, powder):		
,		
Handload Information:	1	
Powder Used: 5MR 4064	Powder Weight: 48.0	of:
Case/Hull Used: R - P	Primer Used: Fet 210 M	<u>\</u>
Bullet Type/Shot Size: 150 15 4 (11 a BT	Reloader Used: 3185	Rockehucker

Firearms Care (Cleaning and Lubrication):
Brand of cleaning solution used: Hoppes #9
How often do you clean the bore? (Months or Number of rounds) しかかんら
How often do you clean the action? (Months or Number of rounds) ピピット・ルフト
How often do you clean the trigger assembly? (Months or Number of rounds) しんかん
Brand of lubricant used: Ren-O.\
How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds) Cury time I shout
How often do you lubricate the action? (Months or Number of rounds) CV24 time I Shout  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?  YES 3 NO
When was the last time that your firearm was serviced by a Remington authorized
repairman/gunsmith?) NCU 3/
What were the services performed?)
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
:: 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.

## BARBER - Kinzer PPS GAL RE 0011154

• 4	Case #	5064	Date of Call	1/11/10	Date of Incident	Mi	PreLit Lit	Obs.	
))	Reporter name address				Incident Name/Age address	N 20	athan Jo	isto Dr.	
	contact #'s				contact #'s	Bona Gra	athan Jo S Galle l GA GA	3/005	
	email				email	7 70			
	Injury								
	Medical Treatment			·					
	Alleged cause						· · · · · · · · · · · · · · · · · · ·		
	Firearm	Ser# <i>B6</i> 212594	Cal ,3 0 \$	DOM /80	Orig owner?	When/W	Vhere purchased		
))	Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot#	Additional info		
	Other Product								
		Message:	700	this 1	2 orning	8 K1	od FSR,	how do Ise	rd?
[	Notes:								
	Customer's Request								
	My actions/ offers								



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

## ARS LABEL REQUEST FORM

DATE:	11/11/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	1
Enteverieux one			
MEDIA		]	XXXXXXXX
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
	700		

#### LABEL INFORMATION

MAIL LABEL TO:	Nathan Jones 205 Gale Vista Dr Bonaire, GA 31005
RETURN ITEM TO:	Rem Prod Serv Ilion, NY

### RUBASE COMPLETE AUCPARTS OF THIS FORM: AND SEND TO THE MEDIA COORDINATOR

4XX596 NOV 12, 2010 ALL CURR USD 1 OF 1 SVC GNDCOM ACT UT 10.0 LBS
TRACKINGH 1Z4XX5969066348586
REF 1:NATHAN JONES/CD/CM
REF 2:700

HANULING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD 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 8.74 PUB+HANDLING 8.74







