

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			

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
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired when he removed safety Concern:1007 Fired on Safe Release			
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 Settlement	Reim. Date APV	Cash Date APV
Per Jones, return rifle, he will be installing Timney trigger						

Repair/Replacement Cost	Repair/Replacement 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
Examination	Examiner		B.TRAVIS
	Exam Date		11/23/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	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

	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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

17 shp.
20 labor

37-

RECEIVED
NOV 29 2010

BY:_____

Remington®

22"
0A7/80
4.5#
1007

5064

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

Serial
Number

B6212594

Model: 700



RE00211202

could not duplicate concern.
T.A. dirty: Replace TPA, clean
+ test Fire under BCP 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: <u>Model 700</u>		Serial Number: <u>B6212594</u>	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>Nathan Jones</u>		Date of Purchase: <u>circa 1988</u>	
Address (no PO Boxes): <u>205 Gale Vista Dr.</u>			
City: <u>Bonwire</u>		State: <u>GA</u>	Zip: <u>31005</u>
Phone (Daytime): <u>478-396-9537</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>NWjones18@yahoo.com</u>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<p>I have owned this rifle for years and never had a problem. However on Nov 18th I was hunting and when I moved the safety from the 'safe' to the 'fire' position the rifle discharged without me touching the trigger. I had not even brought the gun up to my shoulder. I have not been able to get the gun to do it again since. My grand father had a similar problem with his 700 in 25-06 and you will work on it.</p>			
500 characters left			
Ammunition Information:			
Manufacturer: <u></u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u>IMR 4064</u>		Powder Weight: <u>48.0 gr.</u>	
Case/Hull Used: <u>R-P</u>		Primer Used: <u>Fed 210M</u>	
Bullet Type/Shot Size: <u>150 gr. Green BT</u>		Reloader Used: <u>RLBS Rockchucker</u>	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppes #9
How often do you clean the bore? (Months or Number of rounds)	6 months
How often do you clean the action? (Months or Number of rounds)	every time I shoot
How often do you clean the trigger assembly? (Months or Number of rounds)	12 months
Brand of lubricant used:	Rem-0.1
How often do you lubricate the bore? (Months or Number of rounds)	6 months
How often do you lubricate the action? (Months or Number of rounds)	every time I shoot
How often do you lubricate the trigger assembly? (Months or Number of rounds)	12 months
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	
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.	

Case #	5064	Date of Call	4/11/10	Date of Incident	4/11	PreLit		Lit		Obs	
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Reporter name		Incident Name/Age	Nathan Jones
address		address	
contact #'s		contact #'s	
email		email	

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700	B6212594	308	'80	N				

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

Other Product	
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Notes:	<p><i>Never</i> Message : 700 this morning & had FSR, how do I send?</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:	11/11/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xxxxxxxx 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 Illion, NY

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

4XX596 NOV 12, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066348586
 REF 1: NATHAN JONES/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 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







