

Remington Arms Co., Inc.
 Product Service
 Legal Case #:5363

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219304	1/17/2011	12/9/2010		11/13/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Thomas	Jones	1200 Boxwood Dr.	Chesapeake	VA	23323		C 757-284-4545 E tmjones1@cox.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot hole in ATV tire	Cause:4038 Could Not Duplicate Concern Concern:1028 Fired With Safe ON		Unknown
S				
C	Fired with Safe on			

12/8/10: Customer called in. He stated he was hunting 2 weeks ago and his rifle discharged when he took it off the ATV. Blew out tire on ATV. No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27476	D6854767	LP	2/27/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	MAURICE SPORTING GOODS		Y			

CONCERN:FSO

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					

12/9/10: Sending ARS, ltr, form, box. Box order# 1166852. df 1/24/11: Per Ilion - Could not duplicate concern. No clearance between trigger & trigger guard, trigger guard appears to have been hit/damaged. I left customer a msg to call me. I will offer to do gun repair at n/c. df 1/26/11: Customer called back. He agreed with repairing gun @ n/c. I will close case when I get parts list. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
		Could Not	

Cause	4038	Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		LP
	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	Worn; Functioning	HAS MAX BOLT,CLOSES ON INSP MAX
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Functioning	SCRATCHES,MARS SOME LITE RUSTING
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	NO CLEARANCE BETWEEN TRIG AND TRIG GUARD.APEARS TRIG GUARD HAS BEEN HIT/DAMAGED
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Remington®

22"
LP2/95
S.S.#
.013

5363

X

December 9, 2010

Thomas Jones
1200 Boxwood Dr.
Chesapeake, VA 23323
Ph: 757-284-4545

Ref: # 5363

Dear Mr. Jones,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

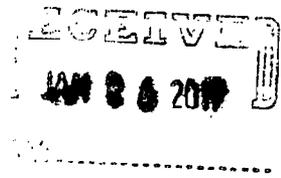
Serial Number:

D6854767

Model: 700



RE00219304



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

Print

Reset

Model Number: <input type="text" value="700"/>		Serial Number: <input type="text" value="06854767"/>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text" value="Thomas M Jones"/>		Date of Purchase: <input type="text" value="Don't Remember"/>	
Address (no PO Boxes): <input type="text" value="1200 Boxwood Dr."/>			
City: <input type="text" value="Chesapeake"/>		State: <input type="text" value="Va"/>	Zip: <input type="text" value="23323"/>
Phone (Daytime): <input type="text" value="757-284-4545"/>		Fax: <input type="text" value="N/A"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text" value="tmjones1@cox.net"/>			
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: <input type="text" value="on Nov 13, 2010, while taking my gun out of in gun holder on my 4 wheeler, to gun discharger with the safe on. No one was injured, but it damaged my gun holder, and front tire on my 4 wheeler."/>			
500 characters left			
Ammunition Information:			
Manufacturer: <input type="text" value="Nosler"/>		Type: <input type="text" value="AccuBond"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text" value="IMR 4831"/>		Powder Weight: <input type="text" value="49.5"/>	
Case/Hull Used: <input type="text" value="Winchester"/>		Primer Used: <input type="text" value="Winchester WLR"/>	
Bullet Type/Shot Size: <input type="text" value="140 Gr"/>		Reloader Used: <input type="text" value="Lee"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	20 Rounds
How often do you clean the action? (Months or Number of rounds)	SAME
How often do you clean the trigger assembly? (Months or Number of rounds)	SAME
Brand of lubricant used:	Remington
How often do you lubricate the bore? (Months or Number of rounds)	20 Rounds
How often do you lubricate the action? (Months or Number of rounds)	SAME
How often do you lubricate the trigger assembly? (Months or Number of rounds)	SAME
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" 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?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<input type="checkbox"/> 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.
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/9/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
<input type="checkbox"/> MEDIA <input type="checkbox"/> COORDINATOR <input type="checkbox"/> TO MAIL		<input checked="" type="checkbox"/> I WILL MAIL	
DESCRIPTION: Ref # 5363 rifle			

LABEL INFORMATION

MAIL LABEL TO: Thomas Jones 1200 Boxwood Dr. Chesapeake, VA 23323 Ph: 757-284-4545
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 DEC 9, 2010 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066810647
 REF 1: THOMAS JONES/CD/DMF
 REF 2: 5363/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGS:
 DV 0.00 COD 0.00 SVC T/P USD
 DC 0.00 DGD 0.00 RS 0.50
 AH 0.00 PR 0.00 SD 0.00
 TOT PUB CHG 8.20 PUB+HANDLING 8.20

