

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210398	11/15/2010	11/3/2010	11/16/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dale	Josey	217 N. Main Ave	Newton	NC	28658		W 828-326-0253 F 828-326-0386

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	Fired on safety release	Concern:1007	Fired on Safe Release	Unknown
C				

11/3/10 Per call from Josey, he has a 700 BDL he purchased about 30 yrs ago and this past weekend it went off 3 times when he pushed the safety off.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6302118	PB	6/22/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	SHT SPTS FARMINGTON HLS MI		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						

Repair/Replacement Cost Repair/Replacement Date

30.23

11/18/2010

11/3/10 Faxing ARS and letter to Dale.cm 11/18/10 Left voice message with inspection results, the quote and asked that they call to approve repairs. Per Ilion, Trigger set screws altered, will follow down. Action dirty. Can replace TPA, check over, clean and test under BLSM program for \$20 + shipping.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		F.SUPRY
	Exam Date		11/16/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 270 WIN LH
	Date Code		PB
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4960&Type=Case>

11/18/2010

BARBER - Kinzer PPS GAL RE 0011174

	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	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Condition	Slightly Worn; Functioning	
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---	
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---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, WILL FOLLOW DOWN TRIG NOT RETURNING
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

RECEIVED
NOV 17 2010

BY: _____

Remington®

November 3, 2010

Dale Josey / *DONNA Josey*
217 N. Main Ave.
Newton, NC 28658

→ *MAIL BACK to this address with my wife's name!*

Subject: #4960, Model 700

Dear Mr. Josey,

Per our conversation, following is the prepaid UPS ground shipping label for shipment of the firearm to our factory. 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

Thank you for your promptness in this matter. As you can see this rifle has been well taken care of and has always been a great gun until this past weekend when it went off (3) times when I pushed the safety off. First time on a deer and the next two times pushing safety off again. Before this I have never had any problems with this gun and I have had this gun close to thirty years. The trigger seems to be very loose also. Please call me before doing work on this gun. I really want to make sure I never have another incident like this. I prefer you put a new trigger/safety system in this gun due to what I experienced. I can say that I hope this can be fixed ASAP

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

Phone 800-243-9700 • www.remington.com

and I will continue to get great service out of this product. Thanks again.

SEND BACK TO MY WIFE'S ADDRESS

*W# 828-326-0253
H# 828-241-2335*

*Dale Josey
1836 Long Island Rd.*

Model: 700



total number

Quote

nothing about looking out for the common good, but only for ourselves. And if that's all we have, we're not going to get very far.

RECEIVED 21 APR 1964

Remington.

FACSIMILE TRANSMITTAL SHEET

To: Dale Josey Date: 11/3/10
Company: _____ From: Christy Mitchell
Fax No.: 828-326-0386 Fax No.: _____
Phone No.: _____ Phone No.: 800-243-9700x8684

Number of pages including Cover Sheet: _____

COMMENTS:

PRIVILEGED AND CONFIDENTIAL

This facsimile is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure. If you are not the intended recipient please do not disseminate, distribute, or copy this communication. Instead, please notify the sender immediately by return fax or by telephoning the number above and discard all copies of this fax.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700
Phone 336-548-8700 • www.remington.com



November 3, 2010

Dale Josey
217 N. Main Ave.
Newton, NC 28658

Subject: #4960, Model 700

Dear Mr. Josey,

Per our conversation, following is the prepaid UPS ground shipping label for shipment of the firearm to our factory. 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".

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christy.mitchell@remington.com

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

TRANSMISSION VERIFICATION REPORT

TIME : 11/05/2010 10:21
NAME :
FAX : 3365487823
TEL :
SER.# : BROCOJ148005

DATE, TIME
FAX NO./NAME
DURATION
PAGE(S)
RESULT
MODE

11/05 10:21
18283260386
00:00:38
02
OK
STANDARD
ECM

Remington.

FACSIMILE TRANSMITTAL SHEET

To: Dale Josey Date: 11/3/10
Company: _____ From: Christy Mitchell
Fax No.: 828-326-0386 Fax No.: _____
Phone No.: _____ Phone No.: 800-243-9700x8684

Number of pages including Cover Sheet: _____

COMMENTS:

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/3/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I will fax to: 828-326-0386 I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Donna Josey I will fax to the owner 217 N. Main Ave. Newton, NC 28658
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 NOV 5, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 174XX5969066680145
 REF 1: DONNA JOSEY/CD/CM
 REF 2: 700

HANDLING CHARGE 0.00	SYC T/P USD
SINGLE-PIECE PUB RATE CHRG:	RS 0.50
DV 0.00	SD 0.00
DC 0.00	SP 0.00
AH 0.00	PUB*HANDLING 8.20
TOT PUB CHG 8.20	

1 OF 1
RETURN SERVICE
CUSTOMER RECEIPT

SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEFLE AVE.
ILION NY 13357

CUSTOMER SERVICE
800-742-5877

PACKAGE CONTENTS: FIREARMS

REF 1: DONNA JOSEY/CD/CM
REF 2: 700

IMPORTANT NOTICE TO ANYONE HANDING OVER GOODS TO UPS
This receipt is valid only if you are named on the attached invoice. If you are not named on the invoice, this receipt is void. You must sign this receipt and return it to UPS. You agree that the receipt is your property and you will retain it until you receive your goods. If you lose this receipt, you agree to indemnify UPS for any loss, delay, or damage to goods resulting from any loss of this receipt.

THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER
RETURNING THE MERCHANDISE

UPS GROUND TRH: Z 1 1 6668 0145

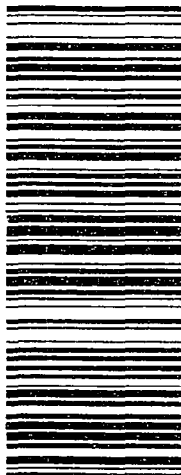
UP
Return Receipt for Merchandise (RM-100) (Rev. 11/99)
This receipt is valid only if you are named on the attached invoice. If you are not named on the invoice, this receipt is void. You must sign this receipt and return it to UPS. You agree that the receipt is your property and you will retain it until you receive your goods. If you lose this receipt, you agree to indemnify UPS for any loss, delay, or damage to goods resulting from any loss of this receipt.

10 LBS
1 OF 1
RS
SHIP TO:
ATTN: PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEFLE AVE.
ILION NY 13357

UPS
Return Receipt for Merchandise (RM-100) (Rev. 11/99)
This receipt is valid only if you are named on the attached invoice. If you are not named on the invoice, this receipt is void. You must sign this receipt and return it to UPS. You agree that the receipt is your property and you will retain it until you receive your goods. If you lose this receipt, you agree to indemnify UPS for any loss, delay, or damage to goods resulting from any loss of this receipt.

REF 1: DONNA JOSEY/CD/CM
REF 2: 700

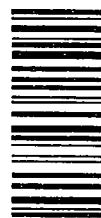
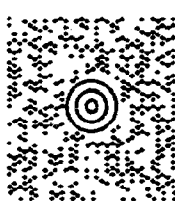
BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE



TRACKING #: 1Z 4XX 596 90 6668 0145

UPS GROUND

NY 135 0-01



TRANSMISSION VERIFICATION REPORT

TIME : 11/05/2010 10:17
 NAME :
 FAX : 3365487823
 TEL :
 SER. # : BRO00J148005

DATE, TIME
 FAX NO. /NAME
 DURATION
 PAGE(S)
 RESULT
 MODE

11/05 10:16
 18283260386
 00:00:41
 02
 OK
 STANDARD
 ECM

Remington.

www.remington.com

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

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 I will fax to the owner

217 N. Main Ave.
 Newton, NC 28658

RETURN ITEM TO: Rem Prod Serv



