

Remington Arms Co., Inc.
Product Service
Legal Case #:5073

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213337	12/8/2010	11/12/2010	12/9/2010	11/11/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Howard	Martens	56 Waterford Dr.	Mills River	NC	28759		H 828-891-7246

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4054 As received Follows Down		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

11/12/10: Customer called in. He stated he has had the gun a while. He took gun to the range on 11/11/10 & had a FSR on the range. No damage - No injury. He stated he bought gun used. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/222 REM	n/a	124143	XL	12/1/1964
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE SCOPE BASE	N			

CONCERN:FBC,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 - Repair under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$60.23	12/13/2010				

11/12/10: Sending ARS, ltr, form & box. Box order# 1158770. df 12/13/10: Per Fred S. - As received will follow down. Replace TA, clean & test fire under BLM program. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4054	As received Follows Down	
Barrel	Description		22" 222 REM
	Date Code		XL
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5073&Type=Case>

12/13/2010

	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; 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---	.007
	Notch	Slightly Worn; Functioning	O/S DOUBLE
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

12/9/10 10:00:30

frmRepairMain - Repair Inquiry

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

Repair Number: **RE00213337** Serial: 124143 Model: 700 Center Fire Caliber: 222 Repairman: REM Status: New 12/8/2010 10:37:59 AM

Verify Repair

ADDRESS INFORMATION

Customer ☒ Received from **Return To** ☒ Received from

Name: **HOWARD MARTENS** Name: **HOWARD MARTENS**

Address 1: **56 WATERFORD DR.** Address 1: **56 WATERFORD DR.**

Address 2: PO Box: Address 2: PO Box:

City: **MILLS RIVER** City: **MILLS RIVER**

State: **NC** Zip Code: **28759** Country: **US** State: **NC** Zip Code: **28759** Country: **US**

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Current Status
12/8/2010 10:...	New	lopatafl	Repair Added		New
12/8/2010 10:...	Expedite	lopatafl	From: Check In	To:	12/8/2010 10:37:59 AM
12/9/2010 2:4...	Maint	Travisbw	Repair Maintenance	Status: New	lopatafl
					Repair Bench
					Repair Location
					ILN
					Current Location
					ILN
					Transfer Number

☐ Shipping Hold
☐ Interface Hold
☐ Estimate Sent
☐ Parts Received
☐ Passed Inspection
☐ Return as Received
☐ Has Been Approved
☐ Internal Repair
☐ Exclude TATC

Repair Search Refresh Close

nagletj ILN/Prod frmRepairMain NAGLETJ Thursday, Dec 9 2010 9:54 AM

start frmRep... 9 Micr... 2 Infr... DMS... Untitled... 9 Micr... Part Se... M24A2 1:00 PM

DEC 10 2010

BY: _____

SER. # 124143

5073

COPY

227
XL 12/69
25#
007

November 12, 2010

Howard Martens
56 Waterford Dr.
Mills River, NC 28759
Ph: 828-891-7246

Ref: # 5073

Dear Mr. Martens,

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, H&R customer.

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

enclosure

will follow down. Replace TPA,
clean + test fire under TPA
for \$ 20.00 + ship.

Quote

Serial
Number:

124143

Model: 700



RE00213337

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: <u>700 BDL</u>		Serial Number: <u>124143</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>Howard M. MARTENS</u>		Date of Purchase: <u>SEPT 10 2010</u>	
Address (no PO Boxes): <u>56 WATERFORD DR</u>			
City: <u>MILLS RIVER</u>		State: <u>NC.</u>	Zip: <u>28759</u>
Phone (Daytime): <u>828-891-7246</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>N/A</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: <u>When Feeding Ammo and you close the</u> <u>BOLT the firing pin RELEASES and goes to</u> <u>THE FIRED position. IF you RECYCLE the BOLT</u> <u>AND PUT SAFETY the BOLT goes down when</u> <u>SAFETY is TAKEN OFF AND SOMETIMES CAUSES GUN</u> <u>TO FIRE ON ITS OWN, OTHERWISE FIRING PIN DOESN'T</u> <u>HARD ENOUGH TO</u> ⁵⁰⁰ _{characters left} <u>MAKE IT FIRE</u>			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u>5.56R SOFT POINT</u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u>IMR 3031</u>		Powder Weight: <u>21.9 GRAMS</u>	
Case/Hull Used: <u>22L Rem NICKLE</u>		Primer Used: <u>WINCHESTER</u>	
Bullet Type/Shot Size: <u>55 gr. FMJ (Rem)</u>		Reloader Used: <u>RCBS Rock Chucker</u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	AFTER SHOOTING
How often do you clean the action? (Months or Number of rounds)	AFTER FIRING
How often do you clean the trigger assembly? (Months or Number of rounds)	200 ROUNDS
Brand of lubricant used:	HOPKES
How often do you lubricate the bore? (Months or Number of rounds)	AFTER CLEANING BARREL
How often do you lubricate the action? (Months or Number of rounds)	AFTER CLEANING
How often do you lubricate the trigger assembly? (Months or Number of rounds)	200 ROUNDS
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input checked="" type="checkbox"/> YES <input 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.

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/12/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 5073 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Howard Martens 56 Waterford Dr. Mills River, NC 28759 Ph: 828-891-7246
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, 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# 1Z4XX5969067102179
 REF 1:HOWARD MARTENS/CD/DMF
 REF 2:5073/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
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	







