

Remington Arms Co., Inc.
Product Service
Legal Case #:4902

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212441	12/3/2010	10/29/2010	12/29/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Larry	Nuyen	6168 E. UV Ave. PO Box 3	Vicksburg	MI	49097		H 269-649-5753 E jpman999@sbcglobal.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1007	Fired on Safe Release	Unknown	
C	FSR			

10/29/10: Customer sent in email. He stated he bought rifle 20 yrs ago. Had FSR twice. It was very cold when it happened. Wants it fixed. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	29709	S6227957	AN	3/23/1993
Date Purchased	Where Purchased	Accessories	Original Owner			
	D & R SPORTS CENTER		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
Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$64.73	12/29/2010				

10/29/10: Sending ARS, ltr, form. df 12/8/10: Per Fred S. - Could not duplicate concern. TA is dirty & sticky causing part to bind. Replace TA, clean & test fire for 1/2 normal cost - quote. df 12/8/10: I spoke w/customer. I went over report & he refused our quote. I reduced the charges further and customer stated he would not pay anything & would not sign a liability waiver. I spoke w/Danny E. Danny will get back w/me. df 12/29/10: I will do repair @ n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2010
	Product Type		RF
	Action Type		A

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4902&Type=Case>

12/29/2010

	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	IMPROPER MAINTENENCE
Barrel	Description	24" 270 WIN	
	Date Code	AN	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Not Functioning	BINDS
	Condition	Slightly Worn; Functioning	RUSTY
	Cut Condition	Slightly Worn; Functioning	RUSTY
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	SCRATCHES/MARS
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	DIRTY,STICKY
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

frmREInquiry - Repair Inquiry																													
Repair Number: RE00212441		Serial: S6227957 Model 700 Center Fire Caliber 270 WIN Produced 03/23/1993 SKU: 29709			Repairman: _____		Status: Repairing 12/6/2010 2:25:31 PM																						
Verify Repair: _____																													
ADDRESS INFORMATION																													
Customer <input checked="" type="radio"/> Received from					Return To <input checked="" type="radio"/> Received from																								
Name: LARRY NUYEN					Name: LARRY NUYEN																								
Address 1: PO BOX 3					Address 1: PO BOX 3																								
Address 2: _____ PO Box: _____					Address 2: _____ PO Box: _____																								
City: VICKSBURG					City: VICKSBURG																								
State: MI Zip Code: 49097 Country: US					State: MI Zip Code: 49097 Country: US																								
FFL: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>																													
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RECEIVED
DEC 11 1964

BY: _____

4902

COPY

2411
AN 3/
6#
1015

October 29, 2010

Larry Nuyen
PO Box 3
Vicksburg, MI 49097
Ph: 269-649-5753

Ref: # 4902

Dear Mr. Nuyen,

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 boxes with the name "Supry". Mr. Supry 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

Serial
Number:

S6227957

Model: 700



RE00212441

could not duplicate concern
T.A. is dirty & sticky causing
parts to bind. Replace TPA, clean
& test fire at 1/2 normal cost
Quote

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

Model Number: 700 SS		Serial Number: S 6227957	
Name: Larry Nuyen		Date of Purchase: About 1992?	
Address (no PO Boxes): 6168 E. "UV" Ave			
City: Vicksburg		State: MI	Zip: 49097
Phone (Daytime): 269-649-5753		Fax: 269-649-5754	
E-mail Address: JPMAN999@sbccglobal.net			
<p>Please describe your problem:</p> <p>Gun sometimes fires when safety is pushed off.</p> <p>500 characters left</p>			
<p>NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p>			
<p><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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: 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.</p> <p style="text-align: center;"> <input type="button" value="Print"/> <input type="button" value="Reset"/> </p>			

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION: Ref# 4902 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Larry Nuyen PO Box 3 Vicksburg, MI 49097 Ph: 269-649-5753
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 1, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING 1Z4XX5969067374911
 REF 1: LARRY NUYEN/CD/DMF
 REF 2: 4902/ RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:
 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
 SP 0.00
 TOT PUB CHG 3.24 PUB+HANDLING 8.24









