

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5434

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
216687	12/29/2010	12/15/2010	1/17/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kenneth	Richardson	3131 Hwy 100	Centerville	TN	37033		H 931-670-6490 C 615-294-4019 E fizzle1@att.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot hole in ceiling	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

Customer called in. He stated that about 2 weeks ago he had a FBC with a used gun he bought & shot a hole in his ceiling. No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	249299	RN	11/1/1966
Date Purchased	Where Purchased	Accessories	Original Owner			
3/19/2009	PROUDFIT OGDEN UTAH		N			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

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				
	\$97.40	1/17/2011				

12/15/10: Sending ARS, ltr, form, box. Box order# 1168714. df 1/13/11: Per Ilion - Could not duplicate concern. Bolt is binding & sluggish, trigger is dirty & sticky. I will offer to remove bolt lock, replace TA, clean & test fire at n/c - gesture of goodwill. df 1/14/11: Left msg for cust. to call me. Need appr. to do work. df 1/17/11: Cust. called back & apprvd work. I emailed factory. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/4/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		RN
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5434&Type=Case>

1/17/2011

	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	Like new; Functioning	BINDS, SLUGGISH
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		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

X  
5434

COPY

22"  
RN11/61  
3.5#  
1009

December 15, 2010

Kenneth Richardson  
3131 Hwy 100  
Centerville, TN 37033  
Ph: 931-670-6490

Ref: # 5434

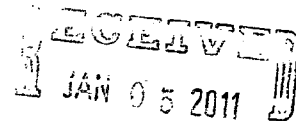
Dear Mr. Richardson,

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



BY: .....

enclosure

249299  
Model: 700



RE00216687

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

3004

CS 12-2970

Print

Reset

Model <u>SPRINGFIELD</u>		Serial	
Number: <u>700 REMINGTON</u>		Number: <u>249299</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>KENNETH E. Richardson</u>		Date of Purchase: <u>3-19-09</u>	
Address (no PO Boxes): <u>3131 HWY. 100</u>			
City: <u>CENTERVILLE</u>		State: <u>TN</u>	Zip: <u>37033</u>
Phone (Daytime): <u>931-670-6490</u>		CELL Fax: <u>615-294-4019</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>FIZZLE 1@ATT.NET</u>			
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:  <u>I LOADED THREE ROUNDS IN THE RIFLE TO INSURE THAT IT WORKED CORRECTLY. I NOTICED TO UNLOAD IT - I HAD TO LEAVE THE SAFETY OFF - THE RIFLE FIRED WHEN I PUSHED THE BOLT FORWARD - TO MY EMBARRASMENT IT PUT A HOLE IN CEILING + ROOF. MY WIFE IS STILL AFRAID OF THE RIFLE</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u>30-06</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 GRAIN</u>			
Handload Information:			
Powder Used: _____		Powder Weight: _____	
Case/Hull Used: _____		Primer Used: _____	
Bullet Type/Shot Size: _____		Reloader Used: _____	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	HOPPES
How often do you clean the bore? (Months or Number of rounds)	AFTER FIRING
How often do you clean the action? (Months or Number of rounds)	ONLY FIRED ONE ROUND SINCE OWNED.
How often do you clean the trigger assembly? (Months or Number of rounds)	SEE ABOVE
Brand of lubricant used:	HOPPES
How often do you lubricate the bore? (Months or Number of rounds)	AFTER FIRING
How often do you lubricate the action? (Months or Number of rounds)	AFTER FIRING
How often do you lubricate the trigger assembly? (Months or Number of rounds)	AFTER FIRING
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?) UNKNOWN - PURCHASED USED	
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p><input type="checkbox"/> <b>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.</b></p> <p style="text-align: center;">:: 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</p>	

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:	12/15/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL <b>XXXXXX</b>	
DESCRIPTION: Ref # 5434 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Kenneth Richardson 3131 Hwy 100 Centerville, TN 37033 Ph: 931-670-6490
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 15, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067739554  
REF 1: KENNETH RICHARDSON/CD/DMF  
REF 2: 5434/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  
TOT PUB CHG 8.74 PUB+HANDLING 8.74

