

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5408

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 216822 | 12/30/2010  | 12/13/2010      | 1/5/2011    |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street           | City        | State | Zip   | Age | Contact        |
|----------|----------|------------|-----------|------------------|-------------|-------|-------|-----|----------------|
| Incident |          | Noel       | Roberts   | 4733 Winifred Dr | Chattanooga | TN    | 37415 |     | H 423-421-0065 |

## Incident Information

| Claims | Codes                   | Repair Est.                                                                  | Medical Treatment | Medical Status |
|--------|-------------------------|------------------------------------------------------------------------------|-------------------|----------------|
| PI     |                         |                                                                              |                   |                |
| PD     |                         |                                                                              |                   |                |
| S      | Fired on safety release | Cause:4038 Could Not Duplicate Concern<br>Concern:1007 Fired on Safe Release |                   | Unknown        |
| C      |                         |                                                                              |                   |                |

12/13/10 Per call from Roberts, he bought this 700 BDL many years ago, new. About 2 years ago and then again last year his rifle has fired when the safety was released.cm

## Firearm Information

| Mfg.           | Type                      | Model/Ga.     | SKU            | Serial   | Bbl. | DOM       |
|----------------|---------------------------|---------------|----------------|----------|------|-----------|
| Remington      | CF/BA                     | 700/30-06 SPR | n/a            | A6609410 | PQ   | 6/10/1978 |
| Date Purchased | Where Purchased           | Accessories   | Original Owner |          |      |           |
|                | J C PENNEY STATESVILLE NC |               | Y              |          |      |           |

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, test at BLSM program price |                   |              |               |                 |                |               |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| 58.18                   | 1/10/2011               |

12/13/10 Mailing ARS.cm 1/10/11 Per Ilion, could not duplicate concern. Trig assm dirty. Replace TPA, clean, test fire under BLSM program price of \$20 + shipping and tax. Spoke with Roberts by phone and received approval.cm

## Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code | Comment  |
|-------------|--------------|------|----------|
| Examination | Examiner     |      | B.TRAVIS |
|             | Exam Date    |      | 1/5/2011 |
|             | Product Type |      | RF       |
|             | Action Type  |      | A        |

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5408&Type=Case>

1/10/2011

|              |                        |                             |       |
|--------------|------------------------|-----------------------------|-------|
|              | Assigned To            | T.NAGLE                     |       |
| Cause        | 4038                   | Could Not Duplicate Concern |       |
| Barrel       | Description            | 22" 3006 SPR                |       |
|              | Date Code              | PQ                          |       |
|              | 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          | 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---                |       |
|              | Notch                  | Slightly Worn; Functioning  |       |
|              | Tests                  | Test Fired                  | False |
| Feeding Test |                        | False                       |       |
| Trigger      | Condition              | Slightly Worn; Functioning  |       |
|              | Pull                   | ---Select---                |       |
|              | Altered                | False                       |       |
|              | Sub-Assembly           | M/700 Bolt Lock             |       |

5408

22"  
PQ 6/98  
SA  
1009

December 13, 2010

Noel Roberts  
4733 Winifred Dr  
Chattanooga, TN 37415

Subject: #5408, Model 700

Dear Mr. Roberts,

Thank you for your patience. Enclosed is a UPS ground prepaid shipping label to cover shipment of the firearm for inspection at 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 a loyal Remington customer.

Sincerely,

Christy Mitchell  
Consumer Affairs Administrator  
Phone: 800-243-9700, ext 8684  
[christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

RECEIVED  
JAN 06 2011

BY: \_\_\_\_\_

could not duplicate concern.  
T.A. Dirty. replace TPA, clean  
first fire under BLP for  
\$20.00 + ship

Quote

A6609410

Model: 700



RE00216822

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)

3026

NOTE: Please complete and print this form, and then include it with your firearm.

|                                                                                                    |         |                |                |                         |    |
|----------------------------------------------------------------------------------------------------|---------|----------------|----------------|-------------------------|----|
| Model Number:                                                                                      | 700 BDL |                | Serial Number: | A 6609410               |    |
| Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO   |         |                |                |                         |    |
| Name:                                                                                              |         |                | NOEL ROBERTS   |                         |    |
| Date of Purchase:                                                                                  |         |                | 1978           |                         |    |
| Address (no PO Boxes): 4733 WINIFRED DR.                                                           |         |                |                |                         |    |
| City:                                                                                              |         | CHATTANOOGA    |                | State:                  | TN |
| Zip:                                                                                               |         | 37415          |                |                         |    |
| Phone (Daytime):                                                                                   |         | 423-421-0065   |                | Fax: 423-531-1991       |    |
| E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) |         |                |                |                         |    |
| NOJA1970@YAHOO.COM                                                                                 |         |                |                |                         |    |
| 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:                                               |         |                |                |                         |    |
| RIFLE DISCHARGED WHILE PUSHING<br>SAFETY SWITCH OFF.<br><br>NOV. 2008<br>NOV. 2009                 |         |                |                |                         |    |
| 500 characters left                                                                                |         |                |                |                         |    |
| Ammunition Information:                                                                            |         |                |                |                         |    |
| Manufacturer:                                                                                      |         | REMINGTON      |                | Type: EXPRESS CORE-LOTT |    |
| Other (i.e. bullet weight/type, shot size, powder): 30-06 180 GR. SPRINGFIELD                      |         |                |                |                         |    |
| Handload Information:                                                                              |         |                |                |                         |    |
| Powder Used:                                                                                       |         | Powder Weight: |                |                         |    |
| Case/Hull Used:                                                                                    |         | Primer Used:   |                |                         |    |
| Bullet Type/Shot Size:                                                                             |         | Reloader Used: |                |                         |    |

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

|                                                                                                                |            |                     |         |
|----------------------------------------------------------------------------------------------------------------|------------|---------------------|---------|
| DATE:                                                                                                          | 12/13/2010 | REQUESTED BY:       | christy |
| QUANTITY:                                                                                                      | 1          | WEIGHT PER PACKAGE: | 10      |
| PLEASE CHECK ONE:<br>MEDIA<br>COORDINATOR<br>TO MAIL                                                           |            | I WILL MAIL<br>xxx  |         |
| DESCRIPTION:<br><br><div style="text-align: center;">710</div> <div style="text-align: center;">a6609410</div> |            |                     |         |

## LABEL INFORMATION

|                                                                         |
|-------------------------------------------------------------------------|
| MAIL LABEL TO: Noel Roberts<br>4733 Winifred Dr<br>Chattanooga TN 37415 |
| RETURN ITEM TO: Rem Product Service                                     |

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

4XX598 DEC 13, 2010 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 124XX5969067238603  
 REF 1:NOEL ROBERTS/CD/CM  
 REF 2:710/A6609410  
 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





