

BARBER - Kinzer PPS GAL RE 0012396

Remington Arms Co., Inc.

Product Service

Legal Case #:5472

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220230	1/21/2011	12/20/2010	1/24/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Scott	Stadler	W279 N 7640 Center Oak Rd	Hartland	WI	53029		H 414-333-9660

Incident Information

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

12/20/10 Per call from Stadler, he has a CDL that he bought from Cabela's and has had it fire when releasing the safety.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/	700/30-06 SPR	27017	G6582426	KA	5/8/2006 1:51:39 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CABELA S INC/WAREHOUSE		Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace TPA, clean, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

12/20/10 Mailing ARS and box.cm 1/30/11 Per Ilion, could not duplicate concern. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm

1/31 Repair no charge as gesture of goodwill.

Examination[Remington/CF/]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/24/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 3006 SPR
	Date Code		KA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

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Bolt	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	SCRATCHES.DENTS LEFT SIDE OVER TRIG GUARD
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

24"
KAS/O
S.5t
1011

5472

December 20, 2010

Scott Stadler
W279 N 7640 Center Oak Rd
Hartland, WI 53029

Subject: #5472, Model 700

Dear Mr. Stadler,

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

RECEIVED
JAN 25 2011

BY:.....

Serial
Number:-

G6582426

Model: 700



RE00220230

could not duplicate concern.
CAN offer to replace TPA, clean
& TEST Rifle 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

BARBER - Kinzer PPS GAL RE 0012398

PS 14286

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

Model Number: <u>700CDL</u>		Serial Number: <u>G6582426</u>	
Are you the original owner? ☒ YES ☐ NO			
Name: <u>Scott A. Stadler</u>		Date of Purchase: <u>2006</u>	
Address (no PO Boxes): <u>W279 N7640 Center Oak Road</u>			
City: <u>Hartland</u>		State: <u>WI</u>	Zip: <u>53029</u>
Phone (Daytime): <u>414 566 2023</u>		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Scott.Stadler@QG.com</u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
Gun went off when safety was engaged. <u>No</u> trigger was pulled. Luckily gun was facing a safe direction. I want to have the trigger & safety mechanism replaced with a Remington upgrade. Repeat, gun went off when safety was engaged to fire, no trigger action, no fingers in trigger guard.			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Corelokt 180gr</u>	
Other (i.e. bullet weight/type, shot size, powder): _____			
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:	Remington Action Cleaner
How often do you clean the bore? (Months or Number of rounds)	10 rounds
How often do you clean the action? (Months or Number of rounds)	30 rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	10 rounds
Brand of lubricant used:	Rem Oil
How often do you lubricate the bore? (Months or Number of rounds)	10 rounds
How often do you lubricate the action? (Months or Number of rounds)	30 rounds
How often do you lubricate the trigger assembly? (Months or Number of rounds)	10 rounds
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
☒ YES ☐ NO <u>Is none on the website !!! Terrible website !</u>	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
<u>Never</u>	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357 <u>Replace Safety & trigger Assembly with</u> <u>Remington Upgrade</u>	
Ⓢ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.	

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/20/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO: Scott Stadler W279 N 7640 Center Oak Rd Hartland, WI 53029
RETURN ITEM TO: Rem Prod Service

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

4XX596 DEC 21, 2010 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067972702
 REF 1:SCOTT STADLER/CD/CM
 REF 2:700

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRGs:			
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 8.78	PUB+HANDLING	8.78	





