

BARBER - Kinzer PPS GAL RE 0012407

Remington Arms Co., Inc.

Product Service

Legal Case #:5190

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213993	12/10/2010	11/23/2010	12/13/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jason	Starbuck	3001 Shadow Oaks Way	Wilsonville	AL	35186		H 205-422-4790

## Incident Information

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

11/23/10 Per call from Jason, he has a 700 that was a gift a few years ago. He has had no alterations made to it and it has fired when the safety was released.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25715	D6584146	RT	11/15/1999 11:58:12 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	DAVIDSON SUPPLY CO		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
Per Ilion, replace TPA, clean at no charge as goodwill						

Repair/Replacement Cost	Repair/Replacement Date
62.23	12/16/2010

11/23/10 Emailing ARS and letter, ordering box.cm 12/16/10 Per Ilion, could not duplicate concern. TA functioning as designed,as a good will gesture will replace Trigger assambly,clean + test fire at n/c. Spoke with Jason by phone and gave update.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/13/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 308 WIN
	Date Code		RT
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

## BARBER - Kinzer PPS GAL RE 0012408

	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---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

12/13/10 11:52 AM

frmRepairMain - FGI Repairs

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

frmRepairMain - FGI Repairs

Selection Criteria

frmREInquiry - Repair Inquiry

Repair Number: **RE00213993** Serial: D6584146 Model 700 Center Fire Caliber 308 Repairman: WIN Produced: 11/15/1999 SKU: 25715 Status: New 12/11/2010 9:54:31 AM

Verify Repair

ADDRESS INFORMATION

Customer Received from Return To Received from

Name: JASON STARBUCK JASON STARBUCK

Address 1: 3001 SHADOW OAKS WAY 3001 SHADOW OAKS WAY

Address 2: PO Box: PO Box:

City: WILSONVILLE WILSONVILLE

State: AL Zip Code: 35186 Country: US AL Zip Code: 35186 Country: US

FFL

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/11/2010 9:...	New	sanguinegf	Repair Added	
12/11/2010 9:...	Expedite	sanguinegf	From: Check In	To:
12/13/2010 10:...	Maint	Travisbw	Repair Maintenance	Status: New

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

Current Status  
New  
12/11/2010 9:54:31 AM  
sanguinegf  
Repair Bench  
Repair Location  
ILN  
Current Location  
ILN  
Transfer Number

Repair Search Refresh Close

nagletj ILN/Prod frmRepairMain NAGLETJ Monday, Dec 13 2010 11:42 AM

star frmRepair... 6 Micros... NBC-WKT... 11 Micro... DMS - Glo... 3 SAP Lo... Part Searc... 11:52 AM

RECEIVED  
DEC 17 2010

BY: .....

Already updated  
Add to file

5190

RT 11/99  
3.5th  
.010

November 23, 2010

Jason Starbuck  
3001 Shadow Oaks Way  
Wilsonville, AL 35186

Subject: #5190, Model 700

Dear Mr. Starbuck,

You should receive an email with the UPS ground prepaid shipping label within the next 24-48 hours. You should receive the box in about a week. 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 as 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)

could not duplicate concern.  
T.A. functioning as designed  
as a Good-Will Gesture will  
replace T.A., clean + test fire  
at NKE

#230145

Serial  
Number:

D6584146

Model: 700



RE00213993

November 28, 2010

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

To Whom It May Concern:

My name Jason Starbuck and I have been around guns all my life from .22 rifles all the way up to .50 caliber sniper rifles. Watching through the eyes of my relatives I have seen many different companies go through the hands of my family, but only one company remains solid; Remington, or so I thought.

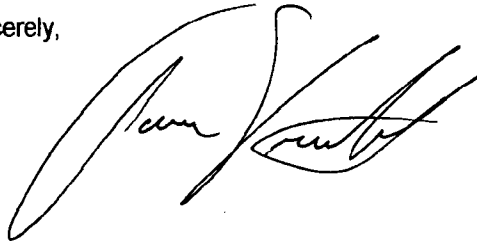
Enclosed is my Remington 700 .308 Tactical Rifle I received as a gift from my relative who served in the armed services. Although it should have been in my hands in 1999, my relative did not make it back from his tour and I received the rifle just last year. Words could not describe my facial features as I saw the rifle. It was more then I had asked for and meant more to me then just another gun to hunt with. It is a memory that once will tell a story to my children.

The rifle has brought nothing but fear since using it. Just recently I was hunting from my tree stand and the rifle discharged as I flipped the safety off to take aim. Another occurrence happened while I was walking and again it discharged as I flipped the safety to take aim. Now, the rifle remains wrapped up in a sheet, locked in my diamond metal case as an item not to talk about or mention in my house.

After realizing that there is a mechanical problem with this rifle I did what any person would do, search the internet. The end result was thousands of sites from CNBC and Sean Hannity voicing there opinions on these rifles to attorneys asking for your help to sue Remington. I on the other hand am not one of those people. I am asking your company to please take the necessary time to inspect my rifle and replace any parts or in the end the rifle if you feel it is necessary. Although this rifle has significance to me and my family I would not want my children to handle it at this time or in the future if it is not fixed.

Remington has and continues to be the rifle of my choice. Companies in general cannot all be flawless but they can make up what has gone wrong in the past to prevent reoccurring issues in the future. I work for the largest tobacco company in the world, believe me when I say I understand what your employees must be facing. I stand by your values and the name Remington.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jason Starbuck', with a large, sweeping initial 'J'.

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/23/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b>			
MEDIA	Email to him at:		
COORDINATOR	jns3113@hotmail.com	( that first letter is a small J )	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			
D6584146			

## LABEL IN

MAIL LABEL TO:	Jason Starbuck 3001 Shadow Oaks Way Wilsonville, AL 35186	jns3113@hotmail.com
	Email to him at:	
	jns3113@hotmail.com	( that first letter is a small J )
RETURN ITEM TO: Rem Prod Service		
4XX596 NOV 24, 2010 ALL CURR USD 1 OF 1 SVC GND COM ACT WT 10.0 LBS TRACKING# 124XX5969067005088 REF 1: JASON STARBUCK/CD/CM REF 2: 700/D6584146		

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS	1.00
DC 0.00	DGD 0.00	SD	0.00
AH 0.00	PR 0.00	SP	0.00
TOT PUB CHG 9.24		PUB+HANDLING 9.24	

**PLEASE COMPLETE ALL PARTS OF THIS FORM**

213993

27

26.23

15.

62.23

