

Remington Arms Co., Inc.
Product Service
Legal Case #:5310

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217695	1/6/2011	12/6/2010	1/7/2011	12/6/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Billy	Vest	401 Briarfield PO Box 4	Hewitt	TX	76643		H 254-666-2734 C 254-749-8433 E brv401@live.com

Incident Information

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

12/6/10: Customer called in. Stated that the gun had a FBC. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6582231	OW	7/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	WEST TEX WHLSE ABILENE TEX	TWO PIECE BASE	Y			

CONCERN:FBC

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 - Quote to repair under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$45.40	1/12/2011				

12/6/10: Sending ARS, ltr, form, box. Box order# 1165637. df 1/12/11: Per Ilion - Could not duplicate concern. Trigger assm dirty and sticky parts work sluggish. Replace trigger assm, clean and test fire under BLM program. Customer called & apprvd. Paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		OW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

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	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	BINDS
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---	.005
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

COPY

5310

December 6, 2010

Billy Vest
401 Briarfield
PO Box 4
Hewitt, TX 76643
Ph: 254-666-2734

Ref: # 5310

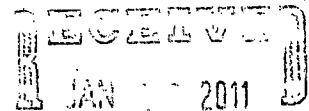
Dear Mr. Vest,

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:

Serial Number:

6582231

Model: 700



RE00217695

could not duplicate concern
T.A. DIRTY & STICKY parts
work sluggish. Replace
TPA, clean + test fire under
BCP for \$ 20.00 + ship

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 0012660

PS 14548

BARBER - Kinzer PPS GAL RE 0012661

Print

Reset

Model Number: <u>700 ADL 30-06</u>		Serial Number: <u>6582231</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Billy RAY VEST</u>		Date of Purchase: <u>11-15-1974</u>	
Address (no PO Boxes): <u>401 BRIARFIELD</u>			
City: <u>HEWITT</u>	State: <u>TX</u>	Zip: <u>76643</u>	
Phone (Daytime): <u>254-666-2734</u>		Fax: <u>NONE</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>BRV401@LIVE.COM</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: <div style="border: 1px solid black; padding: 10px; margin: 10px;"> <p>When closing the bolt it fires I had a gun smith check & clean the action and he could not tell what caused this I saw on TV where the action was the problem. I hope you can fix this for me It doesn't do it all the time. Mostly when I start loading. Since I first got it. Haven't used it very much</p> </div>			
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 gr</u>			
Handload Information:			
Powder Used: <u>—</u>	Powder Weight: <u>—</u>		
Case/Hull Used: <u>—</u>	Primer Used: <u>—</u>		
Bullet Type/Shot Size: <u>—</u>	Reloader Used: <u>—</u>		
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	3 months and after firing
How often do you clean the action? (Months or Number of rounds)	3 months and after firing
How often do you clean the trigger assembly? (Months or Number of rounds)	3 months and after firing
Brand of lubricant used:	Remington Rem Oil
How often do you lubricate the bore? (Months or Number of rounds)	3 months and after firing
How often do you lubricate the action? (Months or Number of rounds)	3 months and after firing
How often do you lubricate the trigger assembly? (Months or Number of rounds)	3 months and after firing
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	June 2008 he could not find the cause of my problem
What were the services performed?	Hewitt, Tex
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<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. :: 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	

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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.

MasterCard # ~~526~~
Exp 09/30/13

REDACTED

0790

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/6/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5310 rifle			

LABEL INFORMATION

MAIL LABEL TO: Billy Vest 401 Briarfield PO Box 4 Hewitt, TX 76643 Ph: 254-666-2734
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 7, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969067523189
 REF 1: BILLY VEST/CD/DMF
 REF 2: 5310/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
 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 10.54 PUB+HANDLING 10.54

