

BARBER - Kinzer PPS GAL RE 0012894

Remington Arms Co., Inc.

Product Service

Legal Case #:5123

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213528	12/9/2010	11/17/2010	12/10/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John H	Young	678 Croft Ferry Rd East	Gadsden	AL	35903		H 256-492-6397

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired on safety release	Cause:4006 Altered Adjustments or Components Concern:1007 Fired on Safe Release	Unknown	
C				

11/17/10 Per call from Young, last year he had his 700 fire when removing the safety two times. He put it up and has not used it since. It has a bolt lock. He wants us to do what we have to in order to make it safe. He has a grandson that may be using it in the future.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	6248734	PS	6/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
		SLING,AFT MKT STK,MUZZLE BRAKE	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 under BLSM program price of \$20 + shpg						
	Repair/Replacement Cost	Repair/Replacement Date				
	40.23	12/14/2010				

11/17/10 Mailing ARS.cm 12/14/10 Per Ilion, will follow down. Trigger assm and action very dirty. Set screws altered. Replace TPA, clean and test fire under BLSM program price for \$20 plus shipping.cm 12/14/10 Young said he sent it to the factory to have all this done about 3 years ago. This serial number is not in ARMS so it must have been sent before 1999. He says he cleans the trigger and rifle every year however the pictures show that it is not clean. He reluctantly will pay the \$37.cm

Examination[Remington/CF/BA]

BARBER - Kinzer PPS GAL RE 0012895			
Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/10/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	POOR MAINTENENCE
Barrel	Description		24" 7MM REM MAG SS, AFT MKT MB
	Date Code		PS
	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	Worn; Functioning	VERY DIRTY
	Stock Condition	---Select---	AFT MKT
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN VERY DIRTY
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington	Description		SLING,AFT MKT STK,MUZZLE

BARBER - Kinzer PPS GAL RE 0012896

BRAKE

frmREnquiry - Repair Inquiry				<input type="button" value="Print"/> <input type="button" value="F5"/> <input type="button" value="F6"/>																																											
Repair Number:	<b>RE00213528</b>	Serial: 6248734 Model 700 Center Fire Caliber: 7 MM-REM MAG	Repairman:	Bruce Travis																																											
Verify Repair			Status:	Approval Hold 12/10/2010 5:44:51 AM																																											
<b>ADDRESS INFORMATION</b>																																															
<b>Customer</b>		<input checked="" type="radio"/> Received from:	<b>Return To</b>		<input type="radio"/> Received from:																																										
Name:	JOHN YOUNG		JOHN YOUNG																																												
Address 1:	678 CROFT FERRY RD EAST		678 CROFT FERRY RD EAST																																												
Address 2:	PO Box:			PO Box:																																											
City:	GADSDEN		GADSDEN																																												
State:	AL	Zip Code:	35903	Country:	US																																										
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		Country:	US																																												
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Contact / Condition   Problems   Estimate   History / Status   Shipping / Billing																																															
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DEC 13 2010

5123

24"  
PS 6/69  
3#  
013

November 17, 2010

John H Young  
678 Croft Ferry Rd East  
Gadsden, AL 35903

Subject: #5123, Model 700

Dear Mr. Young,

Enclosed is a UPS ground prepaid shipping label. 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)

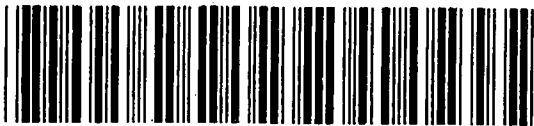
enclosure

will follow down T.A. + action  
very dirty. set screws altered.  
replace TPA, clean + test fire  
under BLP con \$ 20.00 + ship

Quite

6248734

Model: 700



RE00213528

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)

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

Model Number: 700 Perm		Serial Number: 34	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: JOHN H. Young		Date of Purchase:	
Address (no PO Boxes): 678 200th Ferry Rd. E			
City: Madison		State: AL	Zip: 35903
Phone (Daytime): 256-492-6397		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
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:			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
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:	
How often do you clean the bore? (Months or Number of rounds)	Feb
How often do you clean the action? (Months or Number of rounds)	Feb
How often do you clean the trigger assembly? (Months or Number of rounds)	Feb
Brand of lubricant used:	
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	Feb
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Feb
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	
About 5 To 6 Years ago	
What were the services performed?)	
<p>Remington Arms Co., Inc.          Attn: Arms Service Division          14 Hoefler Avenue          Ilion, NY 13357</p>	
<p>Ⓢ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.</p> <p>:: 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.</p>	

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/17/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b> MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: 700			

## LABEL INFORMATION

MAIL LABEL TO:	John H. Young 678 Croft Ferry Rd East Gadsden, AL 35903
RETURN ITEM TO:	Rem Product Service

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

4XX596 NOV 18, 2010 ALL CURR USD 1 OF 1  
 SVC GNDCOM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969066001146  
 REF 1: JOHN H YOUNG/CD/CM  
 REF 2: 700

HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE CHRGs:  
 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



