

BARBER - Kinzer PPS GAL RE 0013389

Remington Arms Co., Inc.
Product Service
Legal Case #:5229

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215224	12/17/2010	11/29/2010	12/21/2010	11/27/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Christopher	Burford	147 W. Main St. PO Box 263	Ansted	WV	25812		C 304-550-9525 F 304-595-3341 E cburford@nrei-wv.com

Incident Information

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

11/29/10: Customer called in. He stated he had a FSR on 11/27/10. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	84173	G6858509		4/29/2009 5:51:51 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT (OH) CORPORATION		Y			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair @ n/c - warranty						
	Remington/700/CF/BA					
	Repair/Replacement Cost	Repair/Replacement Date				
	\$90.95	12/28/2010				

11/29/10: Sending ARS, ltr, form, box. Box order# 1163492. df 12/28/10: Per Ilion - Large piece of dried lubricant removed from TA. Could not duplicate concern. Install new TA @ n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/21/2010
	Product Type		RF
	Action Type		A
	Assigned To		Nagle
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24 inch
	Date Code		CD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while		

BARBER - Kinzer PPS GAL RE 0013390

	Obstructed		
	Muzzle/Crown Condition	Like new; Not Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Model 700
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	not measured
	Notch	Like new; Functioning	
		Condition	Like new; Functioning
Pull	Trigger	---Select---	3.5 lbs
Altered		False	
Sub-Assembly		X-Mark Pro	
Non-Remington Components	Description		Two piece scope base

frmRepairMain - FGI Repairs

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

frmREInquiry - Repair Inquiry

Repair Number: RE00215224 Serial: G6856503 Model 700 Carter Fire Caliber: 3006 SPRG Produced: 04/29/2009 SKU: B4173 Repairman: Status: New 12/17/2010 10:19:59 AM

Verify Repair

ADDRESS INFORMATION

Customer: CHRISTOPHER BURFORD Received from: CHRISTOPHER BURFORD Return To: CHRISTOPHER BURFORD Received from:

Name: CHRISTOPHER BURFORD Address 1: 147 W. MAIN ST. Address 2: PO Box: 263 City: ANSTED State: WV Zip Code: 25812 Country: US

Current Status: New 12/17/2010 10:19:59 AM

Date	Code	User ID	Desc1	Desc2
12/17/2010 10:10	New	lopalall	Repair Added	
12/17/2010 10:11	Expedite	lopalall	From: Check In	To:
12/21/2010 11:00	Expedite	supryfl	From: Product Services	To: Repair B

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

Repair Search Refresh Close

supryfl - ILN/Prod frmRepairMain D1102R7XPIL Monday, Dec 20 2010 1:42 PM

start [Taskbar icons] 12:45 PM

RECEIVED
DEC 22 2010

BY:.....

Large BARBER - Kinzer PPS GAL RE 0013392 removed from TA.

TP - 3.5 lbs
CD - 4/21/2009
24" 682

[COPY]

November 29, 2010

Could not duplicate concern

Burford

Christopher Berford
147 W. Main St.
P0 Box 263
Ansted, WV 25812
Ph: 304-550-9525

Serial Number:

G6858509

Model: 700



RE00215224

Ref: # 5229

Burford

Dear Mr. Berford,

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

enclosure

Install new Trigger Assembly
adjustable X-MARK pro MC under
warranty.

FRD 12/21/10

BARBER - Kinzer PPS GAL RE 0013393

Print

Reset

Model Number: <u>700 Buckmaster Edition</u>		Serial Number: <u>G 6858509</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Christopher Burford</u>		Date of Purchase: <u>late October 2009</u>	
Address (no PO Boxes): <u>147 West MAIN Street</u>			
City: <u>Ansted</u>		State: <u>WV</u>	Zip: <u>26812</u>
Phone (Daytime): <u>304-550-9525</u>		Fax: <u>304 595-3341</u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>cburford@nrei-wv.com</u>			
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: <u>Please see the Attached letter.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Winchester Supreme</u>		Type: <u>Ballistic Silvertip</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>180 GRAIN</u>			
Handload Information:			
Powder Used: <u>N/A</u>		Powder Weight: <u>N/A</u>	
Case/Hull Used: <u>N/A</u>		Primer Used: <u>N/A</u>	
Bullet Type/Shot Size: <u>N/A</u>		Reloader Used: <u>N/A</u>	
Firearms Care (Cleaning and Lubrication):			

BARBER - Kinzer PPS GAL RE 0013394

Brand of cleaning solution used: Hoppe's

How often do you clean the bore? (Months or Number of rounds) After each using ~ 1 to 10 shots

How often do you clean the action? (Months or Number of rounds) After each using

How often do you clean the trigger assembly? (Months or Number of rounds) Never taken apart

Brand of lubricant used: Rem Oil

How often do you lubricate the bore? (Months or Number of rounds) After each using

How often do you lubricate the action? (Months or Number of rounds) After each using

How often do you lubricate the trigger assembly? (Months or Number of rounds) Never taken apart

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > YES NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Never serviced

What were the services performed?) N/A

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

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.
:: 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.

The date of the accident was 11/27/10 at
~ 3:00 pm. I was afeild deer hunting during the
West Virginia 2 week only - (Buck's only) deer
Season. I have seen a deer moving towards me,
And I knew that as he moved across the ridge line
I would have to take the shot. I moved around and
took position to make the shot. As I watched the
Deer moving towards me, I went to turn the safety
to the fire position. At this time the gun
Discharged and I lost control and the barrel
Struck me in the head, the safety switch had
Caught my thumb and caused a rather large
Allusion, and of course the deer vanished.
Once I had recollected myself, I had to leave the
woods and go home to get attention for my thumb.
Later that night, I had worked the bolt and safety
and noticed that every once in a while, the firing
pin would go off once the safety was switched off.
I was afraid to use this gun until I could set it
looked at. I don't want to risk my son or I getting
hurt by a malfunction of my firearm. I appreciate
your time and look forward to getting this issue
Resolved. Please feel free to contact me if you have
Any questions or comments.

Thank

Christopher Buford

11/27/10



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/29/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION:	Ref # 5229 Rifle		

LABEL INFORMATION

MAIL LABEL TO: Christopher Berford 147 W. Main St. PO Box 263 Ansted, WV 25812 Ph: 304-550-9525
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 30, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969065659724
 REF 1: CHRISTOPHER BERFORD/CD/DMF
 REF 2: 5229/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGS: 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 8.20 PUB+HANDLING 8.20