

BARBER - Kinzer PPS GAL RE 0013579

Remington Arms Co., Inc.

Product Service

Legal Case #:5077

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212435	12/3/2010	11/12/2010	12/5/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Hooker	1265 Spaulding Rd	Saint Johnsbury	VT	05819		H 802-748-4818 E cuzclarie@kingkong.com

Incident Information

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

11/12/10 Per call from Hooker, his brother and nephew had his 700 out and he had chambered a round it fired when they released the safety and their finger was not on the trigger.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	27092	G6751744	CC	5/1/2008 7:27:18 AM

Date Purchased	Where Purchased	Accessories	Original Owner
10/11/2009	WAL-MART STORE 01-2681	TWO PIECE SCOPE BASE	Y

ADL Syn Youth CONCERN:FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Federal	SP/100					
Concern	Other	Factory	Reload			
0:		Y	N			

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 trig assm n/c as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.23	12/7/2010				

11/12/10 Mailing ARS.cm 12/7/10 Per Ilion, could not duplicate concern. Foreign object was lead shot. Check over, clean and replace TPA to restore confidence in rifle.cm

BARBER - Kinzer PPS GAL RE 0013580

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/5/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN
	Date Code		CC
	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	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD XMP 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	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

frmREInquiry - Repair Inquiry																																			
Repair Number:	RE00212435	Serial: G6751744 Model: 700 Center Fire Caliber 243 WIN Produced: 05/01/2008 SKU: 27092	Repairman:	Dale Lewis																															
Verify Repair:			Status:	Repairing 12/6/2010 3:14:08 PM																															
<div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>ADDRESS INFORMATION</p> <p>Customer <input type="radio"/> Received from</p> <p>Name: ROBERT HOOKER</p> <p>Address 1: 1265 SPAULDING RD.</p> <p>Address 2: <input type="text"/> PO Box: <input type="text"/></p> <p>City: ST. JOHNSBURY</p> <p>State: VT Zip Code: 05819 Country: US</p> </div> <div style="width: 48%;"> <p>Return To <input type="radio"/> Received from</p> <p>Name: ROBERT HOOKER</p> <p>Address 1: 1265 SPAULDING RD.</p> <p>Address 2: <input type="text"/> PO Box: <input type="text"/></p> <p>City: ST. JOHNSBURY</p> <p>State: VT Zip Code: 05819 Country: US</p> </div> </div>																																			
FFL: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>																																			
Contact / Condition Problems Estimate History / Status Shipping / Billing																																			
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> <th>Desc2</th> </tr> </thead> <tbody> <tr> <td>12/3/2010 7:4...</td> <td>New</td> <td>lpataff</td> <td>Repair Added</td> <td></td> </tr> <tr> <td>12/3/2010 7:4...</td> <td>Expedite</td> <td>lpataff</td> <td>From: Check In</td> <td>To:</td> </tr> <tr> <td>12/6/2010 2:2...</td> <td>Maint</td> <td>Travisbw</td> <td>Repair Maintenance</td> <td>Status: Repa</td> </tr> <tr> <td>12/6/2010 3:1...</td> <td>Estimate</td> <td>lewisdb</td> <td>Estimate Update</td> <td>Status: Parts</td> </tr> <tr> <td>12/6/2010 3:1...</td> <td>Repairing</td> <td>System</td> <td>Immediate SAP Allocation</td> <td></td> </tr> </tbody> </table>					Date	Code	User ID	Desc1	Desc2	12/3/2010 7:4...	New	lpataff	Repair Added		12/3/2010 7:4...	Expedite	lpataff	From: Check In	To:	12/6/2010 2:2...	Maint	Travisbw	Repair Maintenance	Status: Repa	12/6/2010 3:1...	Estimate	lewisdb	Estimate Update	Status: Parts	12/6/2010 3:1...	Repairing	System	Immediate SAP Allocation		<div style="margin-bottom: 10px;"> <input type="checkbox"/> Shipping Hold <input type="checkbox"/> Interface Hold <input type="checkbox"/> Estimate Sent <input checked="" type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return as Received <input type="checkbox"/> Has Been Approved <input type="checkbox"/> Internal Repair <input type="checkbox"/> Exclude TATC </div> <div> Current Status <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">Repairing</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">12/6/2010 3:14:08 PM</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">System</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">Repair Bench</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">Repair Location</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">ILN</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">Current Location</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">ILN</div> <div style="border: 1px solid black; padding: 2px;">Transfer Number</div> </div>
Date	Code	User ID	Desc1	Desc2																															
12/3/2010 7:4...	New	lpataff	Repair Added																																
12/3/2010 7:4...	Expedite	lpataff	From: Check In	To:																															
12/6/2010 2:2...	Maint	Travisbw	Repair Maintenance	Status: Repa																															
12/6/2010 3:1...	Estimate	lewisdb	Estimate Update	Status: Parts																															
12/6/2010 3:1...	Repairing	System	Immediate SAP Allocation																																
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="width: 40%;"> <p>Repair Search</p> </div> <div style="width: 20%; text-align: center;"> <p>Refresh</p> </div> <div style="width: 40%; text-align: center;"> <p>Close</p> </div> </div>																																			

$$\begin{array}{r} 27 \\ 20.23 \\ \hline 47.23 \end{array}$$

RECEIVED
JUN 10 1964

BY:.....

BARBER - Kinzer PPS GAL RE 0013581

Please Find Plastic Bag
TAPED TO RIFLE STOCK
I FOUND A PIECE OF METAL THAT ~~appears~~
November 12, 2010

20"
20 7/8"
4.5"
0.01"

Robert Hooker
1265 Spaulding Rd
St Johnsbury, VT 05819

Subject: #5077, Model 700

Dear Mr. Hooker,

Per our phone conversation, enclosed is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. 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

enclosure

Serial Number:

G6751744

Model: 700



RE00212435

could not duplicate concern.
FOREIGN OBJECT WAS lead shot.
check over, clean + replace TPA
to restore confidence in rifle.

N/K
#230145

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

Model Number: <u>700 ADL SYN. YTH.</u>		Serial Number: <u>G6751744</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>ROBERT HOOKER</u>		Date of Purchase: <u>OCT. 11 2009</u>	
Address (no PO Boxes): _____			
City: <u>ST JOHNSBURY</u>		State: <u>VT</u>	Zip: <u>05819</u>
Phone (Daytime): <u>802-748-4818</u>		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>all.roh.hook@hot.mail.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:			
<p>When the safety was disengaged the gun fired with no contact to the trigger. Has only been shot 20 times since purchase. Noticed Trigger is extremely sensitive, requires very light pressure to fire. I found A small piece of Metal when I removed the stock. I noticed when it fell out that it seemed to be in trigger area. I have included it with the gun.</p> <p>500 characters left Please find clear ziploc bag with the white paper, metal piece</p>			
Ammunition Information: <u>is taped to paper. Robert Hooker</u>			
Manufacturer: <u>FEDERAL</u>		Type: <u>Centerfire</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>100 grain, soft point</u>			
Handload Information: <u>NOT APPLICABLE</u>			
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:	Hoppes #9
How often do you clean the bore? (Months or Number of rounds)	after each use
How often do you clean the action? (Months or Number of rounds)	after each use
How often do you clean the trigger assembly? (Months or Number of rounds)	after each use
Brand of lubricant used:	Hoppes and Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	after cleaning/each use
How often do you lubricate the action? (Months or Number of rounds)	after cleaning/each use
How often do you lubricate the trigger assembly? (Months or Number of rounds)	after cleaning/each use
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?	
Never.	
What were the services performed?	
NOT Applicable	
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.	

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/15/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xxxxxx I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Robert Hooker 1265 Spaulding Rd St Johnsbury, VT 05819
RETURN ITEM TO:	Rem Prod Serv Ilion, NY

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

4XX596 NOV 16, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX596906535383
 REF 1:ROBERT HOOKER/CD/CM
 REF 2:700

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 7.24 PUB+HANDLING 7.24

