

Remington Arms Co., Inc.
Product Service
Legal Case #:4965

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209202	11/3/2010	11/4/2010	11/4/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Terry	Lindsey	610 E. Lynwood Dr.	Athens	IL	62613		C 217-891-0826 E terrylindsey62@yahoo.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			

Customer spoke w/Danny Evans. Customer stated he was sighting in the scope when he closed the bolt the rifle fired. No damage - No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	85433	G6856996	KD	5/8/2009 7:31:27 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
9/18/2010	DICK S SPORTING GOODS	SCOPE BASES	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 - Repair @ n/c - warranty						

Repair/Replacement Cost	Repair/Replacement Date
\$52.52	11/16/2010

11/16/10: Per Fred S. - Could not duplicate concern. Check over, replace TA to restore confidence in rifle at n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/4/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	

BARBER - Kinzer PPS GAL RE 0013618

Barrel	Description	26" 223 REM HB
	Date Code	KD
	Bore Plugged	False
	Bulged	False
	Fired	False
	Fired while Obstructed	
	Muzzle/Crown Condition	Like new; Functioning
Bolt	Firing Pin	Like new; Functioning
	Shroud	Like new; Functioning
	Face	Like new; Functioning
	Handle	Like new; Functioning
	Stop	Like new; Functioning
Extractor	Condition	Like new; Functioning
	Cut Condition	Like new; Functioning
	Ext/Eject Test	False
Locking	Block Condition	---Select---
	Lug Condition	Like new; Functioning
	Notch Condition	---Select---
Overall	Exterior Condition	Like new; Functioning
	Stock Condition	Like new; Functioning
	Fore End Condition	---Select---
Receiver	Condition	Like new; Functioning
	Bulged	False
Safety	Description	STANDARD XMP SAFETY
	Function	Like new; Functioning
	Sub-Assembly	Non-ISS
Sear	Lift	---Select---
	Notch	Like new; Functioning
	Tests	Test Fired
Feeding Test	False	False
Trigger	Condition	Like new; Functioning
	Pull	---Select---
	Altered	False
	Sub-Assembly	X-Mark Pro
Non-Remington Components	Description	SCOPE BASES

frmREInquiry - Repair Inquiry

Repair Number: RE00209202

Serial: G6956396 Model 700 Center Fire Caliber:
223 REM Produced: 05/09/2009 SKU: 85433

Repairman:

Status: Repairing 11/4/2010 11:51:28 AM

Verify Repair

ADDRESS INFORMATION

Customer:

☒ Received from

Return To

☐ Received from

Name: TERRY LINDSAY

TERRY LINDSAY

Address 1: 610 E LYNWOOD DR

610 E LYNWOOD DR

Address 2: PO Box:

PO Box:

City: ATHENS

ATHENS

State: IL

Zip Code: 62613

Country: US

IL

Zip Code: 62613

Country: US

FPL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/3/2010 12:...	New	schultson	Repair Added	
11/3/2010 1:0...	Expedite	schultson	From: Check In	To:
11/4/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: Rep

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

Current Status

Repairing
 11/4/2010 11:51:28 AM
 schultson
 Repair Bench
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search

Refresh

Close

supryfl - ILNProd

frmREInquiry

D1102R7XPIL

Wednesday, Nov 3 2010

1:25 PM

start

D:\S - Desktop

frmRepairMain -

D:\S - Global Se

Inbox - Micros

ARMASERV 2010

Microsoft Off

2:25 PM

RECEIVED
NOV - 5 2010

BARBER Kinzer PPS.GAL RE 0013619

PS 15507

Remington®496526"
KDS/c
54
10/2

October 22, 2010

Terry Lindsay
610 E. Lynwood Dr.
Athens, IL 62613

Subject: Model 700 Serial #G6856996

Dear Mr. Lindsay,

Thank you for contacting us regarding your firearm. We regret you experienced a problem with your Model 700 rifle. Per our conversation, we have enclosed a prepaid UPS shipping label and instructions for sending your firearm in to us for evaluation. Please include a note in the box with the rifle explaining the problems you notated to us.

Safety is our highest priority here at Remington and we appreciate you giving us the opportunity to look at this matter further for you. If you have any additional questions or concerns, feel free to give us a call at the number below.

Sincerely,



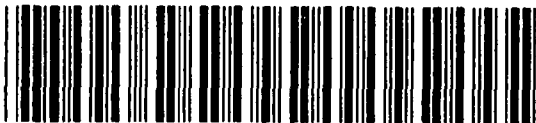
Danny Evans
Director, Service Operations
Remington Arms Company

Phone: 336-548-8701

Fax: 336-548-7899

E-mail: danny.evans@remington.com

could not duplicate concern.
check over, replace TPA to
restore confidence in rifle
AT N/C
warranty

Serial
Number:**G6856996**Model: **700****RE00209202**

Remington Drive • P.O. Box 700 • Madison, NC 27025

Phone 800-243-9700 • www.remington.com

BARBER - Kinzer PPS GAL RE 0013620

Remington Customer Service

Enclosed you will find the Remington Model 700 in .223 purchased brand new from Dick's Sporting Goods in Springfield, Il on 9/18/2010 serial number G6856996. This gun is exactly as purchased and the trigger has not been adjusted or modified by me in any way.

While sighting in the scope on this rifle it fired when the bolt was closed. This happened to me within the first 15 shots fired from the gun. It was being sighted in from a bench and the forearm was sitting on a bag rest, the gun was lying on its side with the bolt facing up. I am pretty sure that my hand was nowhere near the trigger as I had my left hand on the forearm and was working the bolt with my right. The safety was off or in the fire position.

Immediately upon rotating the bolt into the closed position the gun fired. I shot this gun an additional 20-25 times during this range session and did not have this miss firing happen again.

I immediately contacted your customer service department via email and have since spoken to Danny Evans by phone. Mr. Evans and I agreed that for safety purposes I would return the gun to you for inspection.

Also enclosed you will find copies of the original receipt and the back cover of the owners manual showing the order number, UPC and serial number of the rifle. If you have additional questions or I can provide more assistance please feel free to contact me on my cell phone at 217 891-0826.

Terry Lindsey

610 E Lynwood Dr

Athens, IL 62613

Remington

REMINGTON IS A TRADEMARK REGISTERED IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE BY REMINGTON ARMS COMPANY, INC.

MODEL 700™ ADL SPS VARMINT
BOLT ACTION CENTERFIRE RIFLE
26" BARREL 223 Rem W/PAKED SCOPE
BEAVERTAIL STK - MO BRUSH

ASK FOR THE PACKING CARTON

INSTRUCTION BOOK 3509
301049 CABLE LOCK
401015 SCOPE WITH RINGS

200291 SCOPE BASE

2R FORM F1998

owner registration sticker



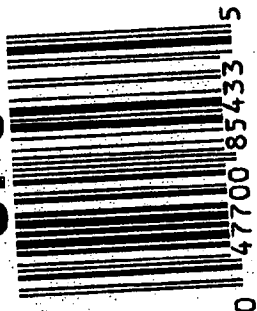
ORDER NO. **85433**

BARREL LENGTH **26"**

CAPACITY **6**

G6856996

UPC



A Tradition of Performance
 In 1816 Eliphalet Remington was confident he could make a better gun than any he could buy. His confidence set a new standard for firearm accuracy. Remington Arms America's legacy is certainly hallmarks of Remington firearm Safety. Eliphalet Remington never lost a gun and could kill someone if he wanted. The same holds true for any firearm, including the first flintlock launched a proud tradition.

DICK'S SPORTING GOOD
 Springfield, IL
 (217) 726-6451

09/18/10 06:28 PM
 RECEIPT EXPIRES ON 12/17/10

S-00179 R-11 T-3465 A-0190701 SALE

Safety is Critical to Performance

A superbly crafted gun is only as good as the care it receives. Fully engage the safety, leaving ammunition in the destruction of life, limb and property. It is critical that you know the principles of safe handling of the firearm out of the box.

The proper use and performance of a firearm requires that you familiarize yourself with the collection of Remington firearms. The first step in safe handling is

Your associate today is: Eric

Customer Copy

084718109507 ROADTRIPS7/N 14.99
 RP 14.67

614541982833 PREDATOR M/N 9.97
 RP 9.76

047700854335 ZOOADLCAND/N 449.98
 Current Price 599.99
 RP 440.51

The Ten Commandments of Firearm Safety: Action wherever and whenever you take the time to review and understand them.

1st COMMANDMENT

Always Keep the Firearm Unloaded
 This is the most important rule. A discharge will not cause injury if you don't intend to fire. Treat every gun as if it were loaded at all times, even if it is an air gun or a paintball gun.

ITEM TOTAL
 Coupon #9000 \$10.00

SUBTOTAL

TAX

TOTAL

474.94
 10.00-

464.94
 37.20

502.14



2nd COMMANDMENT

Firearms Should Be Loaded Only When Ready to Use
 Load your firearm only when you are ready to use it. Keep your firearm unloaded when in your car, camp or home. Check the chamber or in the magazine. Check the chamber, receiver and magazine to be certain they do not contain ammunition. Never assume a gun is unloaded even if you were the last person to use it. Always check for yourself.

DSG CREDIT CARD
 ACCOUNT #: *****6865
 AUTH# 018034
 CHANGE DUE 502.14
 0.00

At a loaded gun, you bring it into the room so there is no one else, visually check the gun's safety. Keep the gun's safety on.

Fulcher, Dell Marie

From: Terry Lindsey [terrylindsey62@yahoo.com]
Sent: Wednesday, October 20, 2010 10:25 PM
To: Fulcher, Dell Marie
Subject: Re: Remington Ref# 101011-000093

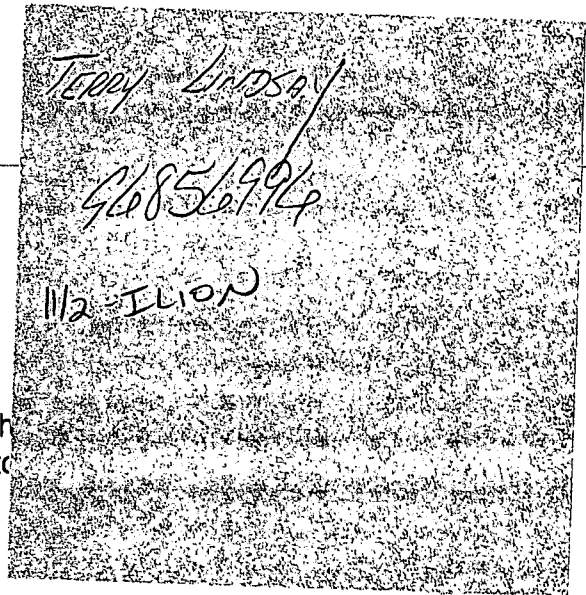
cell number is 217 891-0826

From: "Fulcher, Dell Marie" <Dell.Fulcher@remington.com>
To: "terrylindsey62@yahoo.com" <terrylindsey62@yahoo.com>
Sent: Wed, October 13, 2010 7:39:36 AM
Subject: Remington Ref# 101011-000093

Dear Mr. Lindsey,
We would like to follow up on your recent inquiry.
Please reply back with your daytime phone number with the
Danny Evans, Director of Service Operations, would like to

Sincerely,
Dell Marie Fulcher | Consumer Affairs Administrator
Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700
Phone: 1.800.243.9700 | Fax: 336.548.7872



10/22 - 11/17 9:40 - left my phone # + advised I would call

10/22 - 9:50 AM - Mr. Lindsey called in. New gun/original owner, purchased from
Dick's Sporting Goods. Has not had any other "FSR" with the gun.
Retraining the original firing - Indicated he could have somehow bumped
the trigger.

→ Suggested gun be inspected / He agreed
will call w/ to serial.

→ Sent ARES label / return to factory

11/9/10: RE # 209202 - Called cust. & left Vm w/ update. dmf

BARBER - Kinzer PPS GAL RE 0013626

Reference #
100926-000061
Status
Solved
Assigned To
Administrators
Daniel -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
09/26/2010 07:12 PM
Initial Response
09/28/2010 10:30 AM
Last Updated
10/02/2010 03:53 AM
Date Closed
10/02/2010 03:53 AM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

Model 700**Discussion Thread**

Response (Daniel -)

09/28/2010 10:30 AM

We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility.

You can print the factory repair form and instructions at the following section of our site.

<http://www.remington.com/pages/support/factory-repair-form.aspx>

Or follow these guidelines if in the US:

1. Record the serial number of your firearm before sending it to us.
2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box, not a hardcase.
3. Remove all accessories from your firearm to prevent loss or damage. This would include scope, slings, or extra choke tubes.
4. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.
5. Ship your firearm by either United Parcel Service (UPS) or Parcel Post (US Post Office). Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. Customer is responsible for shipping charges to the factory.

For U.S. repairs only, ship to:

Remington Arms Company, Inc.
Attn: Arms Services Division/Repairs
14 Hoeft 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.

If you have any questions as to the warranty on Remington firearms, please refer to the following section of our site.

<http://www.remington.com/pages/support/firearm-warranty-information.aspx>

Customer (Terry Lindsey)

09/26/2010 07:12 PM

Today when shooting my Model 700 in .223 it fired while closing the bolt. My finger was no where near the trigger when the rifle fired.

Any suggestions as to what needs to be done.

This rifle has not been shot 20 times yet. Kind of scary.

Terry Lindsey
610 E Lynwood Dr
Athens IL 62613

email used for registration was athensfca@teamfca.com

Primary Contact

First Name: Terry
Last Name: Lindsey
Organization:
Login: terrylindsey62@yahoo.com
Title:
Contact Type:
Email: terrylindsey62@yahoo.com
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street:
City:
State/Province:
Postal Code:
Country:

Additional Information

BARBER - Kinzer PPS GAL RE 0013627

Reference # 101011-000093
Status Solved
Assigned To Administrators Daniel -
Product Firearms
SLA <i>Not specified</i>
Queue CSR
Date Created 10/11/2010 08:56 PM
Initial Response None
Last Updated 10/12/2010 04:12 PM
Date Closed 10/12/2010 04:12 PM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense 0 (on -3 to +3 scale)

Re: Model 700 [Incident: 100926-000061]**Discussion Thread**

Note (Daniel -)

10/12/2010 04:12 PM

handled by product service.

dc

Customer (Terry Lindsey)

10/11/2010 08:56 PM

I have shot the rifle 60 more time and not been able to recreate the complaint. At this point I am going to assume that I some how caused the gun to fire and monitor it to see if it happens again.

From: Remington Information

To: terrylindsey62@yahoo.com

Sent: Sun, September 26, 2010 6:12:21 PM

Subject: Model 700 [Incident: 100926-000061]

Note (RightNow Administrator -)

10/11/2010 08:56 PM

Incident created due to reply to expired incident 100926-000061.

Primary Contact

First Name: Terry

Last Name: Lindsey

Organization:

Login: terrylindsey62@yahoo.com

Title:

Contact Type:

Email: terrylindsey62@yahoo.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Pennell, Sandra W.

From: Watson, Laura M.
Sent: Friday, October 22, 2010 2:03 PM
To: Media Coordinator Schedule
Subject: ARS Ilion-I will mail

Need an ars for Ilion,
I will mail

Terry Lindsey
610 E .Lynwood Dr.
Athens, IL 62613

Sincerely,
Laura Watson | Administrative Assistant, Service Operations
Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700
Phone: 336.548.8789 | Fax: 336.548.7890

Freedom Group Family of Companies

Remington | Bushmaster Firearms | DPMS / Panther Arms | Marlin | H&R | Dakota Arms
Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes Bullets

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4XX596 OCT 22, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067433320
REF 1:TERRY LINDSEY/SWP/LW
REF 2:FIREARM

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 8.78	PUB+HANDLING		8.78