

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4110

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
184694	1/4/2010	12/14/2009	1/14/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Rose	2575 County Rd 404 Loop	Bartlett	TX	76511		H 254-527-4675 C 254-931-5682

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	damaged hood of truck	Cause:4038	Could Not Duplicate Concern	
S		Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

12/14/09 Rose called after seeing info on our site regarding the Bolt Lock Safety Modif program. A year or two ago he alleges his 700 fired while it was laying on the hood of his truck with no one touching the trigger. The truck is an 83 model that had a ridge in the middle of the hood and the round put a hole in the ridge. The temperature that day was above freezing and it was in the Fall. He bought it used and never had it inspected by a gunsmith after buying/receiving it. He is a teacher so he will be out for the next few weeks. Call his home #.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	A6684501	RQ	11/7/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	WEST TEX WHLSE ABILENE TX	TWO PIECE BASE	N			

CONCERN:DELAYED FIRING,DAMAGED TRUCK

## 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
Remove bolt lock, clean at n/c, quote to install the butt plate						

Repair/Replacement Cost	Repair/Replacement Date
60.99	1/27/2010

12/14/09 Sending him a prepaid shipping label.cm 1/12/10 Sent email to contact me. We could not duplicate the incident he described. We can remove the bolt lock and quote to install the butt plate after I hear from him.cm 1/14/10 Rose wants the bolt lock removed and wants us to quote him for the butt plate installation.cm 1/27/10 David called for update. He's going to try to order a butt plate through Parts since we can't fit at the factory.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/5/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	

Barrel	Description	22" 270 WIN	
	Date Code	RQ	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	REFINISHED OUT SIDE FACTORY BUTT PLATE MISSING
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description	STANDARD M/700 BOLT LOCK SAFETY	
Sear	Function	Like new; Functioning	
	Lift	---Select---	.010
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	SEAR/SIDEPLATES HAVE A BROWN LUBRICATION RESIDUE
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description	TWO PIECE BASE	

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Incident		David	Rose	2575 County Rd 404 Loop	Bartlett	TX	76511		H 254-527-4675 C 254-931-5682

## Incident Information

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Date Purchased	Where Purchased	Accessories	Original Owner			
	WEST TEX WHLSE ABILENE TX	TWO PIECE BASE	N			

CONCERN:DELAYED FIRING,DAMAGED TRUCK

## 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
Remove bolt lock, clean at n/c, quote to install the butt plate						
	Repair/Replacement Cost	Repair/Replacement Date				

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## Examination[Remington/CF/BA]

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Examination	Examiner		B.TRAVIS
	Exam Date		1/5/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		22" 270 WIN

Barrel	Date Code		RQ
	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	REFINISHED OUT SIDE FACTORY BUTT PLATE MISSING
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	SEAR/SIDEPLATES HAVE A BROWN LUBRICATION RESIDUE
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

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## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	damaged hood of truck	Cause:4038	Could Not Duplicate Concern	
S		Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
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Date Purchased	Where Purchased	Accessories	Original Owner			
	WEST TEX WHLSE ABILENE TX	TWO PIECE BASE	N			

CONCERN:DELAYED FIRING,DAMAGED TRUCK

## 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

Repair/Replacement Cost    Repair/Replacement Date

12/14/09 Sending him a prepaid shipping label.cm 1/12/10 Sent email to contact me. We could not duplicate the incident he described. We can remove the bolt lock and quote to install the butt plate after I hear from him.cm

1/14 Rose said remove bolt/lock  
+ quote him for butt plate instal.  
cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/5/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		RQ
	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	REFINISHED OUT SIDE FACTORY BUTT PLATE MISSING
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	SEAR/SIDEPLATES HAVE A BROWN LUBRICATION RESIDUE
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Arms Services Repair & Estimate System

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

Repair Inquiry

Repair Number: RE00184694
Serial: A6684501 Model: 700 Center Fire with 22 inch barrel Caliber: 270 Produced: 11/07/1978
Repairman:
Status: Parked 1/5/2010 8:47:01 AM

Verify Repair

Address Information

Customer:
Name: DAVID ROSE
Address 1: 2575 COUNTY RD 404 LP
Address 2:
City: BARTLETT
State: ITX Zip Code: 176511 Country: US

Received From:
Name: DAVID ROSE
Address 1: 2575 COUNTY RD 404 LP
Address 2:
City: BARTLETT
State: ITX Zip Code: 176511 Country: US

FFL:

Contact / Condition
Problems
Estimate
History / Status
Shipping / Billing

Date	Code	User ID	Desc1	Desc2
1/4/2010 9:52:56	New	baileyrl	Repair Added	
1/4/2010 9:54:36	Expedite	baileyrl	From: Check In	To:
1/4/2010 12:05:01	Email Sent	ArmE mail	Repair Received	DEROSE57@SBCGLOBA
1/4/2010 12:05:01	Email Verifi	ArmE mail	Receipt	DEROSE57@SBCGLOBA
1/5/2010 8:46:35	Maint	Travisbw	Repair Maintenance	Status: Estimating
1/5/2010 8:47:01	ParkedExt	Travisbw	Placed in PS Back Rai	hold for disposition

☐ Shipping Hold
☐ InterFace Hold
☐ Estimate Sent
☐ Parts Received
☐ Passed Inspection
☐ Return As Received
☐ Has been Approved
☐ Internal Repair

Current Status: Parked  
1/5/2010 8:47:01 AM  
Travisbw  
Product Services  
Repair Location: ILN  
Current Location: ILN  
Transfer Number:

Repair Search

Refresh

Close

supply
1/5/2010
1:16 PM
CAPS
NUM
BSG
PCRL

start
Arms Services Re...
Part Search by N...

RECEIVED  
JAN 06 2010

BY:.....

4110



6#  
29 11/18  
22"  
010

December 14, 2009

David Rose  
2575 County Rd 404 Lp  
Bartlett, TX 76511

Subject: #4110, Model 700

Dear Mr. Rose,

I am sorry to learn about the problems you experienced with the Model 700. Enclosed is a UPS prepaid shipping label for shipment of the firearm to our factory. Please include the enclosed 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 "Supry". Fred Supry will be inspecting the firearm.

I hope that these actions will keep you as a loyal Remington customer. I will be contacting you after inspection of the rifle.

Sincerely,

Christy Mitchell  
Consumer Affairs Administrator

Phone: 800-243-9700 ext 8684  
E-mail: [christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

NUMBER  
A6684501

Model: 700



RE00184694

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

none 800-243-9700 • [www.remington.com](http://www.remington.com)



UB

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

Model Number: 700	Serial Number: A6684501
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: David Rose	Date of Purchase: 4 to 6 years ago
Address (no PO Boxes): 2575 Co Road 404 Loop	
City: Bartlett	State: TX Zip: 76511
Phone (Daytime): 254-527-4675	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) derose57@Spe Global.net	
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: I WAS shooting Targets shot 3 round down Came back after checking. Put some more Rounds in the Rifle. Laid the 270 down ON THE HOOD OF MY TRUCK. The 270 WAS LOADED. pointing Down Ranges, Went TO TALK TO Brother behind me AND THE GUN FIRED. Shot A hole in The Ridge Line OF MY HOOD. And The top of my Feeder. I have not use This Gun Since Then 500 characters left This has been 4 to 5 years ago (over) BACK	
Ammunition Information:	
Manufacturer: Winchester 130 grain Federal - 130	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:

I would also like to get another <sup>butt plate</sup> ~~over~~ install while it  
is their please EMAIL me the cost  
No 11 # 254-931-5682  
THANK YOU  
David Rose

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: Outers Nitro Solvent

How often do you clean the bore? (Months or Number of rounds)                     

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

How often do you clean the trigger assembly? (Months or Number of rounds)                     

Brand of lubricant used: Remington Rem Oil

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

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

How often do you lubricate the trigger assembly? (Months or Number of rounds)                     

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?) Don't Remember

What were the services performed?)                     

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 Arms Co., Inc.

Product Service

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		12/14/2009					

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Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	damaged hood of truck Cause:4079 Other - Unexamined Concern:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	

12/14/09 Rose called after seeing info on our site regarding the Bolt Lock Safety Modif program. A year or two ago he alleges his 700 fired while it was laying on the hood of his truck with no one touching the trigger. The truck is an 83 model that had a ridge in the middle of the hood and the round put a hole in the ridge. The temperature that day was above freezing and it was in the Fall. He bought it used and never had it inspected by a gunsmith after buying/receiving it. He is a teacher so he will be out for the next few weeks. Call his home #.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN		86684501		1/1/1900
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

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
	Repair/Replacement Cost	Repair/Replacement Date				

12/14/09 Sending him a prepaid shipping label.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
------	----------	------	---------

*happened yr. or two ago*

Case #	4110	Date of Call	12/4/09	Date of Incident		PreLit		Lit		Obs	
--------	------	--------------	---------	------------------	--	--------	--	-----	--	-----	--

Reporter		Incident	
name		Name/Age	
address		address	
contact #'s		contact #'s	
email		email	

*David Rose - teacher*  
*2575 Cty Rd 404 Lp*  
*Bartlett TX 76511*  
*254-527-4675*  
*C - 254-931-5682*

Injury	
--------	--

Medical Treatment	
-------------------	--

Alleged cause	
---------------	--

Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700	86684501	270	78	N				

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
---------------	--

Notes:	<p><i>Misfired laying on hood, touching <sup>no body.</sup></i> <i>83 Model <sup>truck</sup> blew hole in ridge of hood of truck</i> <i>Above freezing.</i> <i>Never had inspected by a gunsmith after</i> <i>buying used. Sending in after seeing BL safety</i> <i>info on site.</i></p>
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Customer's request	
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My actions/offers	<i>ARS.</i>
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December 14, 2009

David Rose  
2575 County Rd 404 Lp  
Bartlett, TX 76511

Subject: #4110, Model 700

Dear Mr. Rose,

I am sorry to learn about the problems you experienced with the Model 700. Enclosed is a UPS prepaid shipping label for shipment of the firearm to our factory. Please include the enclosed 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 "Supry". Fred Supry will be inspecting the firearm.

I hope that these actions will keep you as a loyal Remington customer. I will be contacting you after inspection of the rifle.

Sincerely,

Christy Mitchell  
Consumer Affairs Administrator

Phone: 800-243-9700 ext 8684  
E-mail: [christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

enclosure



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	12/14/2009	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR		xx	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			
ser # 86684501			

## LABEL INFORMATION

MAIL LABEL TO:	David Rose 2575 County Rd 404 Lp Bartlett, TX 76511
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 DEC 14, 2009 ALL CURR USD 1 OF 1  
SERVICE GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5968065950686  
REF 1:DAVID ROSE/CD/CM  
REF 2:REF#700/86684501  
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 9.86 PUB+HANDLING 9.86