

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5219

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215416	12/19/2010	11/29/2010	1/3/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Walcott	728 Indian Trail Rd	Gardnerville	NV	89460		C 775-781-0002 E jjw4413@yahoo.com

## Incident Information

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

11/29/10 Per call from Walcott, while hunting in Montana a few weeks ago he had a couple of issues. The first is that it fired on safety release. He can not be absolutely sure that he did not have his finger on the trigger. Also had a 100 ydshot at bull elk, removed the safety, pulled the trigger and it didn't fire, 2nd shot fired, 3rd shot did not, 4th shot fired. The 2 that did not have a small indent on the primer but it is hard to see.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	26091	C6560632	DK	9/18/1990
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY'S SPORT CENTER INC.	TWO PIECE BASE,BOTTOM HALF OF RINGS	N			

## 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 and test fire at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

11/29/10 Mailing box and ARS.cm 1/17/11 Per Ilion, will follow down. Trigger assm dirty and set screws altered, trigger will not return properly. Replace TPA, clean and test fire at 1/2 normal cost.cm 1/18/11 Emailed inspection/quote info. Awaiting reply.cm 1/18/11 Rec'd fax with approval and payment.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B. TRAVIS	
	Exam Date	1/3/2011	
	Product Type	RF	
	Action Type	A	
	Assigned To	T. NAGLE	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	22" 270 WIN	
	Date Code	DK	
	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	SLUGGISH
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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	M/700 SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN TRIG WILL NOT RETURN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description	TWO PIECE BASE, BOTTOM HALF OF RINGS	

**QUOTATION**

**Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700  
Madison, NC 27025-0700

www.remington.com info@remington.com

**ESTIMATING  
REPORT**

Parts/Repairs  
Fax

800-243-9700  
336-548-7801

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00215416 Account # - R-	Description/Serial Number C6560632	Date Received - 12/19/2010 Estimate Date - 1/4/2011 Current Date - 1/4/2011
<b>Customer</b> JOHN WALCOTT 728 INDIAN TRAIL RD.  GARDNERVILLE, NV 89460 US		<b>Return To</b> JOHN WALCOTT 728 INDIAN TRAIL RD.  GARDNERVILLE, NV 89460 US
Phone (H) (775)-781-0002 Phone (W)		Fax Email JJW4413@YAHOO.COM

**REDACTED**

Please Circle One  
 VISA MC AMEX DISCOVER Card No. 002 Exp. Date 09/14  
 PO Number \_\_\_\_\_  
 Daytime Phone (775) 781-0002 Time To Call \_\_\_\_\_ Open Acct. R  
 Approval: Customer Signature [Signature] Date 1/6/11  
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box  
 Notice: We process checks electronically through Check 21

M123 FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123 FORWARD TO PRODUCT SERVICE F
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**Problem/Notes** will follow down.Trigger assembly dirty,and set screws altered,trig will not return properly.Replace trigger assem, clean and test fire at 1/2 normal cost.

Material #	Material Description	Qty	Warranty Y/N	Price/Unit	Discount Percent	Extended Amt
<b>Part</b>						
F306373B	700 XMP EA TRIG ASSB LH BLACK (OS)	1	N	\$94.00	50%	\$47.00
<b>Service</b>						
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	N	\$17.00	50%	\$8.50
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00
Sub Total:						\$67.00
Est. Sales Tax:						\$2.00
Grand Total:						\$69.00

CS 12. 18.10

5219

22"  
DK9/90  
2.54  
1009

November 29, 2010

John Walcott  
728 Indian Trail Rd  
Gardnerville, NV 89460

Subject: #5219, Model 700

Dear Mr. Walcott,

Enclosed is the prepaid UPS ground 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". Apply the label to your box and take it to a UPS terminal or driver for shipping.

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)

RECEIVED  
JAN 05 2011

enclosure

Serial Number:

C6560632

Model: 700



RE00215416

BY: .....

will follow down  
T.A. dirty & set screws ALTERED,  
Trigger will not return properly.  
Replace TPA, clean & test fire  
AT 1/2 normal cost.

Quote

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)

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

Model Number: <u>700 LH</u>		Serial Number: <u>C6560637</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>JOHN WALCOTT</u>		Date of Purchase: <u>1996</u>	
Address (no PO Boxes): <u>728 INDIAN TRAIL Rd</u>			
City: <u>GARDNERVILLE</u>		State: <u>NV</u>	Zip: <u>89460</u>
Phone (Daytime): <u>775-781-0008</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>JTW4413@YAHOO.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>SEE ATTACHED</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u></u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	<u>Hoppes</u>
How often do you clean the bore? (Months or Number of rounds)	<u>AFTER USE</u>
How often do you clean the action? (Months or Number of rounds)	<u>AFTER USE</u>
How often do you clean the trigger assembly? (Months or Number of rounds)	<u>AFTER USE</u>
Brand of lubricant used:	<u>Rem Oil</u>
How often do you lubricate the bore? (Months or Number of rounds)	<u>AFTER USE</u>
How often do you lubricate the action? (Months or Number of rounds)	<u>AFTER USE</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<u>AFTER USE</u>
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?	
<u>NEVER</u>	
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>	

12/8/10

To whom it may concern,

I have sent you my rifle because I experienced two separate problems while on my elk hunt in Montana last month. On my second day I had the opportunity to shot a bull elk that was approximately 400 yards away. Taking my time to make the shot I rested my rifle on my backpack and when I removed the safety the rifle discharged with my finger off the trigger. After the elk moved off I placed another round in the chamber and moved the safety on and off numerous times trying to repeat the condition with negative results.

My second problem happening a couple of days later in cold/snowy weather. As I was standing ~~on a hillside two elk appeared about 100 yds away~~. Not being seen I laid down on the ground resting my rifle on a rock pile. I removed the safety and pulled the trigger but the rifle did not fire. I inspected the safety level and it was in the "F" position. I ejected a live cartridge and loaded another round. When I pulled the trigger the rifle fired but I missed my shot. I reloaded and pulled the trigger; nothing. I reloaded with my last round and the rifle fired again. I recovered the brass and the two live rounds had no marks on the primers.

For the rest on my hunt every morning I dry fired my rifle to hear the firing pin before I loaded a round. I eventually harvested my elk with one well placed shot but the missed opportunities lead me to contact your company. I am the second owner of this rifle and the only modifications I made was the installation of a different recoil pad. Could you please examine my rifle and advise me of any problems you may find. If you have any question you can contact me(PST) at 775-781-0002 .

John Walcott

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/29/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b>			
MEDIA COORDINATOR TO MAIL		xx	
		I WILL MAIL	
DESCRIPTION:  700			

## LABEL INFORMATION

MAIL LABEL TO:	John Walcott 728 Indian Trail Rd Gardnerville, NV 89460
RETURN ITEM TO:	Rem Prod Service

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

4XX596 NOV 29, 2010 ALL CURR USD 1 OF 1  
SVC GNDCOM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067924844  
REF 1:JOHN WALCOTT/CD/CM  
REF 2:700

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRGs:			
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 11.74	PUB+HANDLING	11.74	









