

Remington Arms Co., Inc.
Product Service
Legal Case #:4586

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
197607	6/21/2010	5/26/2010	6/22/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	LaPorte Cty Sheriff's Office	Keith	Waltz	809 State St	LaPorte	IN	46350		C 219-363-0136

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S fires on closing down bolt, trigger pull fluctuates C	Cause:4006 Altered Adjustments or Components Concern:1008 Fired on Bolt Closing		Unknown	

5/26/10 Per call from Waltz, this is a department issued rifle that was originally purchased new around 1994. Recently he has had it fire when closing the bolt. The trigger pull is not consistent either.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25711	D6813279	DO	9/21/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	LAPORTE COUNTY SHERIFFS DEPT		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 at 1/2 normal charges as gesture of goodwill						

Repair/Replacement Cost	Repair/Replacement Date

5/26/10 Sending ARS.cm 6/23/10 Per Ilion inspection, trigger set screws altered. Will follow down. Bolt stop binds. Replace TPA, check over, clean at 1/2 normal charges, function test.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/22/2010
	Product Type		RF
	Action Type		A

	Assigned To	F.SUPRY
Cause	4006	Altered Adjustments or Components
Barrel	Description	26" 308 WIN
	Date Code	DO
	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; Not Functioning
		BINDS/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; Functioning
	Stock Condition	Slightly Worn; Functioning
	Fore End Condition	---Select---
Receiver	Condition	Slightly Worn; Functioning
	Bulged	False
Safety	Description	STANDARD M/700 SAFETY
	Function	Like new; Functioning
	Sub-Assembly	Non-ISS
Sear	Lift	---Select---
	Notch	Slightly Worn; Functioning
	Tests	Test Fired
Feeding Test	False	False
Trigger	Condition	Slightly Worn; Not Functioning
	Pull	---Select---
	Altered	True
		WILL FOLLOW DOWN
		3#
		SET SCREWS ALTERED















Pr

BY:-----

4586

DO 9/94
26"
3#
1014

May 26, 2010

Keith Waltz
LaPorte County Sheriff's Office
809 State St.
LaPorte, IN 46350

Subject: Case 4586, Model 700

Dear Mr. Waltz,

I am sorry to learn of the incident with your Remington 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".

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
E-mail: christy.mitchell@remington.com

D6813279

Model: 700



RE00197607

Trig. set screws tightened.
will follow down. Bolt stop
birds. Replace TPA, check
over, clean at 1/2 normal
charges, function test.

Quote

Print

Reset

Model Number: 700 PSS		Serial Number: 06813279	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: LaPorte County Sheriff Office CAPT. BITTER DER JEITH WALTZ		Date of Purchase: 1994 ?	
Address (no PO Boxes): 809 State Street			
City: LaPorte	State: IN	Zip: 46350	
Phone (Daytime): 219-326-7700		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) kwaltz@lcsso.in.gov			
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: On May 20, 2010 during Emergency Response Team Sniper Training one round discharged immediately when the bolt was closed. The rifle was immediately taken off line. When the bolt is worked up and down the firing pig goes forward and back with the bolt does not lock back every time. It seems the trigger pull gets lighter and harder on it's own.			
157 characters left			
Ammunition Information:			
Manufacturer: Federal		Type: NEW Match BTHP	
Other (i.e. bullet weight/type, shot size, powder): 168 Grain Hollow Point			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Reference Remington 700 PSS Serial #D6813279
Case #4586

Please return rifle to: Deputy /Armorer Keith Waltz
LaPorte County Sheriffs Office
809 State Street, LaPorte Indiana 46350

So payment can be arranged, please contact Captain
George Ritter at 219-326-7700 Ext. 2312 or, mail the
estimate to: Captain George Ritter Deputy/Armorer Keith
Waltz LaPorte County Sheriffs Office, 809 State Street,
LaPorte Indiana 46350

Case #	4586	Date of Call	5/26/10	Date of Incident		PreLit		Lit		Obs	
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Reporter	Incident	Keith Waltz Laporte 809 State St Laporte IN 46350 219-363-0136
name	Name/Age	
address	address	
contact #'s	contact #'s	
email	email	

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700	D6813279		1994 2005	Y				

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

Other Product	
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Notes:	push bolt forward it will fire. dept issued-
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Customer's Request	
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My actions/offers	AR5
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May 26, 2010

Keith Waltz
LaPorte County Sheriff's Office
809 State St.
LaPorte, IN 46350

Subject: Case 4586, Model 700

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Sincerely,

Christy Mitchell
Consumer Affairs Administrator

Phone: 800-243-9700 ext 8684
E-mail: 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:	5/26/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		xx	
I WILL MAIL			
DESCRIPTION: 700 D6813279			

LABEL INFORMATION

MAIL LABEL TO:	LaPorte Cty Sheriff's Office Attn: Keith Waltz 809 State St LaPorte, IN 46350
RETURN ITEM TO:	Rem Product Service

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

4XX596 MAY 26, 2010 ALL CURR USD 1 OF 1
SERVICE GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066612601
REF 1:LAPORTE CSO/KEITH WALTZ/CD/CM
REF 2:REF#700/D6813279

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 8.74 PUB+HANDLING 8.74