

Remington Arms Co., Inc.
Product Service
Legal Case #:5712

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
222991	2/11/2011	1/19/2011	2/14/2011	1/14/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Larry	Smith	11801 Demouey Rd.	Mark Point	MS	39562		C 228-990-3190 F 228-474-9576 E smithcaps@bellsouth.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

1/19/11: Customer called in. He stated he was using rifle on 1/14/11 and when he closed the bolt the gun fired. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	29708	S6205489	OM	7/22/1992
Date Purchased	Where Purchased	Accessories	Original Owner			
11/27/1993	SHOOTERS SUPPLY/GUNPRO USA		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 - Quote
to repair

Repair/Replacement Cost	Repair/Replacement Date

1/19/11: Sending ARS, letter, form, box. Box order# 1179258. df 2/22/11: Per Ilion - Mag follower spring broken, action & TA dirty. Trigger is binding, not returning properly. Replace TA, clean & test fire @ 1/2 normal cost - quote. Emailed quote to customer. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/14/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		OM
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	RUSTY
	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	Worn; Functioning	DIRTY,RUSTY
	Stock Condition	Worn; Functioning	SCRATCHES,MARS
	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---	N/A
	Notch	Slightly Worn; Functioning	MOVES ROUGH
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	RUSTY TRIG AND PIN. TRIG NOT RETURNING
	Pull	---Select---	2#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

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

800-243-9700

Fax

336-548-7801

ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

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	Description/Serial Number	Date Received -	2/12/2011
RE00222991	S6205489	Estimate Date -	2/14/2011
Account # - R-		Current Date -	2/22/2011
Customer		Return To	
LAWRENCE SMITH		LAWRENCE SMITH	
11801 DEMOUEY RD		11801 DEMOUEY RD	
MOSS POINT, MS 39562 US		MOSS POINT, MS 39562 US	
Phone (H)	(228)-990-3190	Fax	(228)-474-9576
Phone (W)		Email	SMITHCAPS@BELLSOUTH.NET

Please Circle One
 VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
 PO Number _____
 Daytime Phone (____) _____ Time To Call _____ Open Acct. R _____
 Approval: Customer Signature _____ Date _____
☐ 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

Reported		Problems Found	
MI23	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	MI23	FORWARD TO PRODUCT SERVICE F

Technician's Comments

ProblemNotes magazine spring broken.action and trigger assm rusty.trigger is binding and not returning properly.replace trigger plate assm, clean and test fire at 1/2 normal cost.

Estimate **C.O.D. /Shipping and Handling Charges are NOT Included in this Quote							
Material #	Material Description	Qty	Warranty Y/N	Price/ Unit	Discount Percent	Extended Amt	
Part							
F17028	700 MAG SPRING L/A&MAG ADL 30-06	1	N	\$6.50	50%	\$3.25	
F305571B	700 X-MARK PRO TRIG ASSB RH SILVER (OS	1	N	\$94.00	50%	\$47.00	
Service							
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00	
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50	
Sub Total:						\$78.75	
Est. Sales Tax:						\$5.51	
Grand Total:						\$84.26	

224
01/17/9
2#

5712

[COPY]

January 19, 2011

Larry Smith
11801 Demouey Rd.
Mark Point, MS 39562
Ph: 228-990-3190

Ref: # 5712

SERIAL# S6205489

Dear Mr. Smith,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

RECEIVED
FEB 15 2011

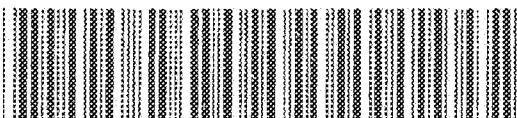
BY:.....

enclosure

Serial
Number:

S6205489

Model: 700



RE00222991

mag. follower spr. broken.
Action + T.A. rusty. Trig. is binding,
not returning properly, replace TPA,
clean & test fire at 1/2 normal
cost.

Quote

Print

Reset

Model Number: 700		Serial Number: S6205489	
Are you the original owner? ☒ YES ☐ NO			
Name: LAWRENCE SMITH		Date of Purchase: 11-27-93	
Address (no PO Boxes): 11801 DEMOKEY RD			
City: MOSS POINT		State: MS	Zip: 39562
Phone (Daytime): 228 990 3190		Fax: 228 474 9576	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) SMITHCAPS@BELLSOUTH.NET			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: ON 1-21-11 LOADING GUN CLOSE BOLT ACTION Firing pin RELEASES ALLOWING gun to go off.			
500 characters left			
Ammunition Information:			
Manufacturer: WINCHESTER		Type: 270 WIN	
Other (i.e. bullet weight/type, shot size, powder): 130 GR. Power-Point			
Handload Information:			
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:
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:
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?)
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, 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.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

I haven't shot this gun in 5 years.

Larry Smith

PRESTON Guns
Lumberton, N.J.

18344

INVOICE
NAME LAWRENCE DATE 1/27/93
ADDRESS Smith
CITY, STATE, ZIP

QUAN	DESCRIPTION	PRICE	AMOUNT
1	Remington 700		430.00
2	S/S 270 P&H		
3			
4			
5			
6			
7			
8	TR		2150
9			
10			
11			
2			451.50
RECEIVED BY			

KEEP THIS SLIP FOR REFERENCE



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/19/2011	REQUESTED BY:	Deil
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5712 rifle			

LABEL INFORMATION

MAIL LABEL TO: Larry Smith 11801 Demouey Rd. Mark Point, MS 39562 Ph: 228-990-3190
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 JAN 20, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067175592
REF 1: LARRY SMITH/CD/DMF
REF 2: 5712/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DY 0.00	CCD 0.00	RS 0.50
DC 0.00	DCD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.00	PUB+HANDLING	10.00

