

Remington Arms Co., Inc.
Product Service
Legal Case #:6226

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
232112	5/23/2011	5/24/2011	5/24/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		George	Porter	279 Crimson Ln.	Max Meadows	VA	24360		H 276-637-3150 E faybud@aol.com

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 & FSR				

Customer sent rifle in with our repair form filled out. He stated rifle will fire when locking bolt down & rifle will fire when safety thumbed off. He stated these problems have been sporadic over the last 10 yrs. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6293230	CI	4/27/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	N ROANOKE CORP ROANOKE VA		Y			

CONCERN: FBC,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 - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.40	6/2/2011				

6/2/11: Per Ilion - TA dirty & sticky, parts work sluggish. Replace TA, clean & test fire under BLM - quote. Customer apprvd quote & pd by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/24/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		CI
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,PARTS WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Print

Reset

Model Number: REM. Model 700		Serial Number: A6293230	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: GEORGE E PORTER		Date of Purchase: 1970	
Address (no PO Boxes): 279 CRIMSON LANE			
City: MAX MEADOWS		State: VA.	Zip: 24360
Phone (Daytime): 276-637-3150		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) faybud@AOL.COM			
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: 1- Rifle will fire when LOCKING BOLT DOWN 2- Rifle will fire when SAFETY THUMBED OFF These problems have been sporadic OVER THE last ten years! T.A. dirty & sticky, parts work sluggish, replace TPA, clean & test Rifle under test for 2010 & test @ note 500 characters left			
Ammunition Information:			
Manufacturer: REMINGTON		Type: 150gr. CORE-LOKT SP	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder / Load:		Powder Weight:	
		Primer Used:	
		Reloader Used:	
		ing and Lubrication):	

Serial Number:

A6293230

Model: 700



RE00232112

 RECEIVED
 MAY 31 2011

BY:

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds) <u>AFTER EACH USE</u>
How often do you clean the action? (Months or Number of rounds) <u>AFTER EACH USE</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>ANNUALLY</u>
Brand of lubricant used: <u>REMINGTON</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>AFTER EACH USE</u>
How often do you lubricate the action? (Months or Number of rounds) <u>AFTER EACH USE</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>ANNUALLY</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" 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>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p><input type="checkbox"/> 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 style="text-align: center;">:: Record the serial number of your firearm before sending it.</p> <p style="text-align: center;">:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p style="text-align: center;">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p style="text-align: center;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="text-align: center;">:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

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)
VISA 4820 0074 6015 8806 EXP 01/12

:: 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.

From: Remington Information <info@remington.com>

To: faybud <faybud@aol.com>

Subject: misfire of remington model 700 .270 cal. [Incident: 110508-000024]

Date: Mon, May 16, 2011 10:23 am

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To access your question from our support site, click here.

Subject

misfire of remington model 700 .270 cal.

Discussion Thread

Response (Danny)

05/16/2011 10:23 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 Hoefler Avenue
Ilion, NY 13357

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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 (1 fbpottier)

05/08/2011 12:41 PM

I purchased this rifle around 1970 (snA6293230) and had no problems until about ten years ago.

1- rifle will fire when locking bolt down.

2-rifle will fire when safety thumbed to fire position.

Have shot a maximum of 240 rounds in the rifle.
Was there a recall for this problem that I missed ?

Thank you
PLEASE ADVISE

George Porter

279 crimson lane

Max Meadows Va 24360

ph 276 637-3150

Question Reference #110508-000024

Product Level 1: Firearms

Date Created: 05/08/2011 12:41 PM

Last Updated: 05/16/2011 10:23 AM

Status: Waiting

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> ----- [---001:002975:19123---]
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