

Remington Arms Co., Inc.
Product Service
Legal Case #:6865

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
249472	12/7/2011	11/17/2011	12/8/2011	11/17/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Todd	Koch	1813 Liberty St	La Crosse	WI	54603		H 608-386-2574

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired on bolt closing Concern:1020 Fired on Bolt Opening			
C				

11/17/11 Per call from Todd, he bought this rifle new in the '90's. He was shooting today and shot once, extracted the round, closed the bolt on another and it fired. No injury or damage. The trigger now feels like it is locked back.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25630	B6776526	AG	3/10/1986
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HQ INC 60521	TWO PIECE BASE	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. APV	Cash Date	Date APV
Per Ilion, replace TPA, clean, test fire at 1/2 normal cost							
	Repair/Replacement Cost	Repair/Replacement Date					

11/17/11 Mailing ARS and box.cm 12/20/11 Per Ilion, could not duplicate concern. Trigger assm sticky, parts work sluggish. Set screws altered. Replace TPA, clean, test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/8/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN MR
	Date Code		AG
	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	HAS BEEN REFINISHED W/PARKO
	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---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	STICKY,PARTS WORK SLUGGISH
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

22"
AG-3/86
4#
013
COPY

6868

November 17, 2011

Todd Koch
1813 Liberty St
La Crosse, WI 54603

Subject: Case # ⁶⁸⁶⁵~~6868~~, Model 700, SR# 4187

Dear Mr. Koch,

Please include a copy of this letter with the firearm as well as the Service Request form.
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 small ends of the box "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
DEC 13 2011

BY:

Serial Number:

B6776526

Model: **700**



RE00249472

could not duplicate concern.

T.A. sticky, parts work sluggish.
set screws altered. replace TPA,
clean & test fire at 1/2 normal
cost.

Quote

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service # 6865

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number	Serial Number / Description	Date of Request:	11/17/2011
SR00004187	B6776526	Date Printed:	11/17/2011
Model 700 RIFLE Caliber: 270			
Customer:		Destination:	
TODD KOCH		Arms Services	
1813 LIBERTY ST		14 Hoefler Ave	
LA CROSSE, WI 54603 US		Ilion, NY 13357 US	
Email: give to Christy		Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Fired when closing bolt

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

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

Model Number: <u>Model 700</u>	Serial Number: <u>B6776526</u>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>Todd Koch</u>	Date of Purchase: <u>1991-1992</u>
Address (no PO Boxes): <u>1813 Liberty St.</u>	
City: <u>Lacrosse</u>	State: <u>WI</u> Zip: <u>54603</u>
Phone (Daytime): <u>608-386-2574</u>	Fax: <u></u>
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) <u>Fire.Hunt@charter.net</u>	
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: <u>On November 17th I was shooting the gun at a target from a rest when I fired the trigger seemed to pull harder than normal I ejected the shell and when chambering the next round as soon as bolt closed the gun fired it was sitting in rest no hand near trigger after calming down I looked at trigger and it seemed to be stuck back by working bolt couldn't pull trigger at all. I sprayed some Brake Clean on trigger mechanism and let it sit after 2 days the trigger seems to be free</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>H1000 Hodgdon</u>	Powder Weight: <u>62gr</u>
Case/Hull Used: <u>Remington</u>	Primer Used: <u>CCI R:FL</u>
Bullet Type/Shot Size: <u>130 gr Ballistic tip</u>	Reloader Used: <u>RCBS</u>

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppes
How often do you clean the bore? (Months or Number of rounds)	every time put away
How often do you clean the action? (Months or Number of rounds)	every time put away
How often do you clean the trigger assembly? (Months or Number of rounds)	use it don't
Brand of lubricant used:	Rem Oil
How often do you lubricate the bore? (Months or Number of rounds)	when cleaning
How often do you lubricate the action? (Months or Number of rounds)	when cleaning
How often do you lubricate the trigger assembly? (Months or Number of rounds)	when cleaning
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?	
never	
What were the services performed?	
n/a	
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.	

ARS LABEL REQUEST FORM

DATE: 11/17/2011	Service Request # SR00004187
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelles email address: Christy.Mitchell@remington.com	

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:	TODD KOCH 1813 LIBERTY ST LA CROSSE, WI 54603 US SR00004187 Email: give to Christy
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 18, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969066219911
REF 1:SR00004187
REF 2:

ATTN: Product Service # 6865

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
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 9.61	PUB+HANDLING	9.61



B6776526
700
RE00249472





