BARBER - Kinzer PPS GAL RE 0009781
Remington Arms Co., Inc.

Product Service Legal Case #:4881

Case Information

RE# **Date Opened** Date Opened(PS) **Date Closed Incident Date** Pre Lit Lit Obsolete 210675 11/17/2010 10/28/2010 11/18/2010

Customer Information

**Business** First Name Last Name Street Zip Type City State Age Contact H 724-770-2244 Incident Ken Baker 622 Deana Way Rochester PA 15074 C 724-495-9900

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

ΡI

PD Fired when closing

Cause: 4015 Improper Maintenance

Unknown

S bolt Concern:1008 Fired on Bolt Closing

C

10/28/10 Per email sent to the Remington site, incident # 101024-000083, "I haven't used my Rem. Mod. 700 S/N: B6477676 for a very long time, when I stopped using it, it was for safety reasons. It started to release the hammer when closing the bolt and did fire."cm

Firearm Information

Mfg. Remington

Type CF/BA Model/Ga.

SKU

Serial Bbl. DOM

Date

700/270 WIN

n/a **Original**  B6477676 OD 7/1/1983

Purchased

Where Purchased

Accessories

Owner

HORNICKS SPTG GD JOHNSTOWN PA

**BOTTOM HALF OF SEE** THRU RINGS

U

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. Cash

Date Date APV

Per Ilion, replace TPA, clean at 1/2 normal charges

Repair/Replacement

Repair/Replacement

Cost Date

10/28/10 Emailing letter and ARS. Call him with any charges before repairing.cm 11/22/10 Per Ilion, could not duplicate. Trig assm dirty, sticky causing parts to work sluggish and bind. Can offer to repace TPA, clean, test at 1/2 normal charges.cm 11/29/10 Baker approved repair.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4881&Type=Case

11/29/2010

BARBER - KII	nzer PPS GAL RE 000978 Exam Date	82	11/18/2010
• Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	THE BBL HAS BEEN PORTED
	Description		22" 270 WIN
	Date Code		OD
Barrel	Bore Plugged	False	
	Bulged	False	=
	Fired	False	=
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn;	¬ ·
	Condition	Functioning	1
		Slightly Worn; Functioning	,
	Shroud	Slightly Worn; Functioning	
Bolt	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	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	SOME SCRATCHES AND DENTS
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
	Description		STANDARD M/700 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	Select	.011
	Notch	Slightly Worn; Functioning	SLUGGISH
	T- 4-	Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn;	DIRTY/STICKY SEAR SLUGGISH

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4881&Type=Case

11/29/2010

BARBER - Kinze	er PPS GAL RE 0009	Functioning	[
Trigger	Pull	Select	3.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		BOTTOM HALF OF SEE THRU RINGS

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4881&Type=Case

11/29/2010

72" 007% 3.5"

October 28, 2010

Ken Baker 622 Deana Way Rochester, PA 15074

Subject: #4881, Model 700

Dear Mr. Baker,



Per our previous emails, you should receive an email with your prepaid UPS ground shipping labels for shipment of the firearms to our factory within the next 24-48 hours. Please include a copy of the attached 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 will contact you if there are any charges to get your approval. If it is no charge they will repair and send back.

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

could not dup/I cate concern.

Thing. ASSM. DIRTY + STICKY CAUSING
PARTS to WORK SLUGGISH + DINS.

CAN offen to up mer TPA, clean

TRITCILL AT 1/2 NOMEN)

Sincerely,

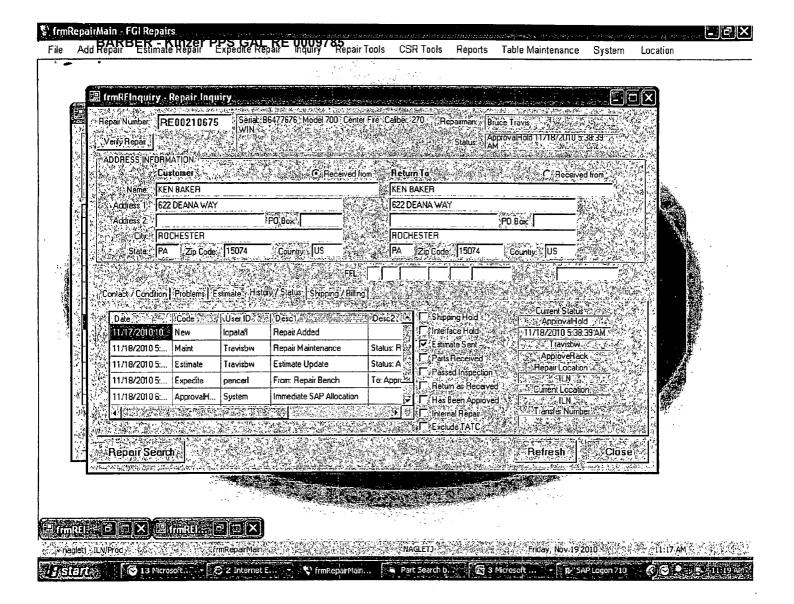
Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

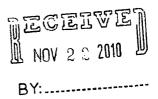
27. -20.23 47,23

Song about the box, had tome. fait one, 9 a friend grow it to me.

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

Phone 800-243-9700 • www.remington.com





## 

101024-000083

Status

Unresolved

**Assigned To** 

Administrators Christy -

**Product** Firearms

SLA Not specified

Queue CSR

**Date Created** 10/24/2010 04:27 PM

**Initial Response** None

Last Updated 10/26/2010 11:23 AM

**Customer SmartSense** +1 (on -3 to +3 scale)

Staff SmartSense 0 (on -3 to +3 scale) **Discussion Thread** 

**Customer (KENNETH BAKER)** 



10/24/2010 04:27 PM

I haven't used my Rem. Mod. 700 S/N: B6477676 for a very long time, when I stopped using it, it was for safety reasons. It started to release the hammer when closing the bolt and did fire Has their ever been a recall on this problem? If not what would the problem be? Before I take it to a gun smith, would like to know the approximate cost for repairs.

I really would like to get it fixed, so as to use it again! As it is in very good condition.

Thank you,

Ken Baker 622 Deana Way Rochester, PA 15074

724-770-2244 or 724-495-9900

**Primary Contact** 

First Name: KENNETH Last Name: BAKER

Organization:

Login: kenbaker622wildgoal@verizon.net

Contact Type:

Email: kenbaker622wildgoal@verizon.net

Email - Alternate #1: Email - Alternate #2:

> Office Phone: Mobile Phone: Fax: **Assistant Phone:** Home Phone:

> > Street City State/Province **Postal Code** Country

**Additional Information** 

1 1/27 Enailed to approve address for ARS. Letter needs to state (call before any charges.)

BARBER - Kinzer PPS GAL RE 0009787



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

## ARS LABEL REQUEST FORM

DATE:	10/28/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
EN-EXELEGIE GRIEGIX OME			
MEDIA	Email to him at:	•	
COORDINATOR	kenbaker622wildgoal@veri	zon.net	
TO MAIL		I WILL MAIL	
DESCRIPTION:			-
	700		
	B6477676		
		· · · · · · · · · · · · · · · · · · ·	

## LABEL INFORMATION

MAIL LABEL TO: Ken Baker kenbaker622wildgoal@verizon.net 622 Deana Way Rochester, PA 15074 RETURN ITEM TO: Remington Product Service

## PLEASE COMPLETE AND PARTIES OF THIS FORM AND SEND TO THE MEDIA COORDINATION

kenbaker622wildgoal@verizon.net

OCT 29, 2010 ALL CURE USD AXX595 OCT 29, 2010 SVC GNDCOM TRACKINGH 124XX5969067/90952 REF 1:KEN BAKER/CD/CM REF 2.760/B6477676 SVC T/P USD HANDLING CHARGE 0.00 HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGS.
SINGLE-PIECE PUB RATE CHRGS.
DO 0.00 DGD 0.00 RS 1.00 SD 0.00 DC 0 00 0.00 SP DGD 0.00 PR PUB-HANDLING AH 8.00 TOT PUB CHG 8.74

1 OF 1





