

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5306

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217399	1/4/2011	12/6/2010	1/6/2011	12/5/2010			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ken	Baldwin	3218 Golden Eye	Katy	TX	77493		H 832-437-3636 E kbaldwi@gmail.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

12/6/10: Customer called in. He stated that while dry firing the gun on 12/5/10 he closed the bolt & heard the firing pin drop. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6496477	RU	11/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	JOHNS SPTG GD CANTON OHIO	TWO PIECE BASE	N			

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 under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$45.40	1/18/2011				

12/6/10: Sending ARS, ltr, form, box. Box order# 1165575. df 1/18/11: Per Ilion - Could not duplicate concern. TA dirty & sticky. Replace TA, clean & test fire under BLM program - quote. Cust. apprvd repair & pd by credit card. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/6/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		RU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5306&Type=Case

1/18/2011

	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	BINDS
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		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

**COPY**

22"  
RU 11/7/  
7#  
.009

5306

December 6, 2010

Ken Baldwin  
3218 Golden Eye  
Katy, TX 77493  
Ph: 832-437-3636

Ref: # 5306

Dear Mr. Baldwin,

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  
JAN 10 2011

BY:.....

enclosure

could not duplicate concern  
T.A. Dirty + Sticky. Replace  
TBA, clean + Test fire  
Under BCP for \$20.00 + ship

Quote

6496477  
Model: 700



RE00217399

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

270

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>6496477</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>Kenneth Baldwin</u>		Date of Purchase: <u>6-15-08</u>	
Address (no PO Boxes): <u>3218 Golden Eye</u>			
City: <u>Katy</u>	State: <u>TX</u>	Zip: <u>77493</u>	
Phone (Daytime): <u>832-379-6088</u>		Fax: <u></u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>KBALDWIN@GMAIL.COM</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: <p>Gun sometimes drops the firing pin when bolt is operated. This happens without pulling the trigger. Has fired when moved off safety to fire, This also happens without pulling trigger. This has happened for at least the past year, most recently Thanksgiving Day. No one has been hurt by the problem.</p> <p>500 characters left</p>			
Ammunition Information:			
Manufacturer: <u>Federal</u>		Type: <u>Power-Shok</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>130 grain soft Point</u>			
Handload Information:			
Powder Used: <u></u>	Powder Weight: <u></u>		
Case/Hull Used: <u></u>	Primer Used: <u></u>		
Bullet Type/Shot Size: <u></u>	Reloader Used: <u></u>		
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	Hoppe's Powder Solvent
How often do you clean the bore? (Months or Number of rounds)	Every Use
How often do you clean the action? (Months or Number of rounds)	Every Use
How often do you clean the trigger assembly? (Months or Number of rounds)	Never
Brand of lubricant used:	Rem Oil
How often do you lubricate the bore? (Months or Number of rounds)	Every Use
How often do you lubricate the action? (Months or Number of rounds)	Every Use
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Never Have
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 Not specific to this Gun	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Never	
What were the services performed? NA	
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;"><b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoefler Avenue</b>  <b>Ilion, NY 13357</b></p>	
<p><input type="checkbox"/> <b>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.</b></p> <p style="text-align: center;">:: 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</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)

:: 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.

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	12/6/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5306 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Ken Baldwin 3218 Golden Eye Katy, TX 77493 Ph: 832-437-3636
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 DEC 7, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066680163  
REF 1: KEN BALDWIN/CD/DMF  
REF 2: 5306/RIFLE  
  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG: 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 10.54 PUB+HANDLING 10.54









