

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4957

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210395	11/15/2010	11/3/2010	11/18/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Missoula Mercantile & Pawn	---	Missoula Mercan	5175 US Hwy 93 S.	Missoula	MT	59804		W 406-251-3399 E axmensooth@yahoo.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1007	Fired on Safe Release	Unknown	
C	FSR			

11/3/10: Dealer called in. His consumer brought his M/700 into the store. Stated he had FSR twice. Doesn't want the gun back. Dealer wants to send the gun in for exam & repair. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27303	G6391931	KY	5/11/2004 11:18:40 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WILLIAMS SHOOTERS SUPPLY	TWO PIECE SCOPE BASE	U			

CONCERN:FSR,FBC

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Remington/700/CF/BA	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair @ n/c - goodwill gesture							
	Repair/Replacement Cost	Repair/Replacement Date					
	\$47.23	11/18/2010					

11/3/10: I will email letter & form to dealer. I will ask Cathy D. to email the ARS to dealer. df 11/18/10: Per Fred S. - Could not duplicate concern. Trigger set screw altered. Trigger has a min. return. Replace TA, check over, clean & test fire @ 1/2 normal charges - quote. df 11/18/10: I called & spoke to Bruin @ store. Customer stated she did not want the rifle back. I offered to do repair @ n/c - goodwill gesture. Bruin accepted & apprvd. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		F.SUPRY
	Exam Date		11/16/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		KY
	Bore Plugged	False	
	Bulged	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4957&Type=Case>

11/18/2010

	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	
	Condition	Slightly Worn; Functioning	
Extractor	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	
	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/700 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	ISS	
	Lift	---Select---	.013
Sear	Notch	Like new; Functioning	
	Tests	Test Fired	False
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	MIN TRIG RETURN
	Pull	---Select---	3#
	Altered	True	TRIG PULL SCREW ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
	Non-Remington Components	Description	TWO PIECE SCOPE BASE

frmREInquiry - Repair Inquiry

Repair Number: RE00210395

Serial: G6391931 - Model 700 - Center Fire - Caliber 270WIN Produced: 05/11/2004 SKU: 27303

Repairman: Bruce Travis

Status: ApprovalHold 11/16/2010 7:10:50 AM

Verify Repair

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: MISSOULA MARCANTILE AND PAWN

Address 1: 5175 US HWY 93 SOUTH

Address 2: PO Box

City: MISSOULA

State: MT Zip Code: 59804 Country: US

MISSOULA MARCANTILE AND PAWN

5175 US HWY 93 SOUTH

PO Box

MISSOULA

MT Zip Code: 59804 Country: US

FFL: 9 81 063 02 3F 00117

G62013

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
11/15/2010 1...	New	lopatafl	Repair Added		
11/16/2010 6...	Maint	Travisbw	Repair Maintenance	Status: Repa	
11/16/2010 7...	Estimate	Travisbw	Estimate Update	Status: Appr	
11/16/2010 7...	ApprovalH...	System	Immediate SAP Allocation		

Shipping Hold

Interface Hold

Estimate Sent

Parts Received

Passed Inspection

Return as Received

Has Been Approved

Internal Repair

Exclude TATC

Current Status

ApprovalHold

11/16/2010 7:10:50 AM

Travisbw

Repair Bench

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

frmRE

frmRE

RECEIVED

NOV 17 2010

BY:.....

22"  
K 45/04  
3#  
013

4957

To Remington Arms

10/30/2010

From:

Missoula Mercantile (dealer) 406-251-3399

And

Cindy Ginrierich (owner) 406-381-1348, 406-777-3487

Model 700 ADL SYN Youth, Caliber 270 Win

Serial# G6391931

We are returning this firearm for our customer due to an unsafe condition.

This rifle has misfired (fired) twice upon closing the bolt while NOT touching the trigger. Also, it has fired twice while moving the safety from the "safe" position to the "fire" position again while NOT touching the trigger. Also, the action is difficult to operate when loading actual factory ammunition. Please inspect and repair. Thank You.



Number: **G6391931**  
Model: **700**  
  
**RE00210395**

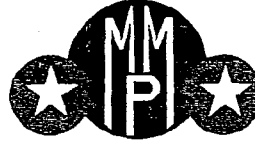
11/18/10 4:40p ET

Bruin @ State apprd  
repair. df

could not duplicate concern.  
Trig. set screws tightened, Trig.  
has a min return. replace TPA,  
check over, clean + test Fire  
at 1/2 normal charges.

Quote

*REPAIR*



# MISSOULA MERCANTILE & PAWN

5175 US Hwy 93 South • Missoula, MT 59804

BUY • SELL • TRADE • LOAN

(406) 251-3399

FAX: 251-274

CUSTOMER'S ORDER NO.		DEPARTMENT		DATE 10/30/12	
NAME <i>CINDY GONATICH</i>					
ADDRESS <i>(406) 381-1348</i>					
CITY, STATE, ZIP <i>(406) 777-3987</i>					
SOLD BY		CASH	C.O.D.	CHARGE	ON ACCT.
QUANTITY	DESCRIPTION			PRICE	AMOUNT
1					
2	<i>REMINGTON 700</i>				
3	<i>270 WIN</i>				
4					
5	<i>S/n 66391931</i>				
6					
7					
8					
9					
10					
11					
12	<i>RIFLE HAS MISFIRE</i>				
13	<i>TWICE UPON CLOSING</i>				
14	<i>BOLT / TWICE COME</i>				
15	<i>KNOW SAFETY TO FIRE</i>				
16	<i>ALSO INSTRUCT TO OPERATE</i>				
17	<i>ACTION WHEN LOADED</i>				
18					
19					
20					
RECEIVED BY					

**Remington®**

11/3/10

Emailed to dealer.

Dell

November 3, 2

Missoula Mercantile & Pawn  
Attn: Rich  
5175 US Hwy 91 S.  
Missoula, MT 59804  
Ph: 406-251-3399

Ref: # 4957

Dear Rich,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

**Please include a copy of this letter & our form 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

enclosure

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)

**COPY**

November 3, 2010

Missoula Mercantile & Pawn  
Attn: Rich  
5175 US Hwy 91 S.  
Missoula, MT 59804  
Ph: 406-251-3399

Ref: # 4957

Dear Rich,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

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enclosure

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)

<b>Model Number:</b>		<b>Serial Number:</b>	
<b>Name:</b>		<b>Date of Purchase:</b>	
<b>Address (no PO Boxes):</b>			
<b>City:</b>		<b>State:</b>	<b>Zip:</b>
<b>Phone</b> (Daytime):		<b>Fax:</b>	
<b>E-mail Address:</b>			
<b>Please describe your problem:</b>			
500 characters left			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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>			
:: 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.			
:: 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.			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

**Fulcher, Dell Marie**

---

**From:** postmaster@remington.com  
**To:** axmensouth@yahoo.com  
**Sent:** Wednesday, November 03, 2010 3:41 PM  
**Subject:** Relayed: Missoula Mercantile - Ref# 4957

**Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:**

[axmensouth@yahoo.com](mailto:axmensouth@yahoo.com)

Subject: Missoula Mercantile - Ref# 4957



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/3/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR <del>XXXXXX</del>		I WILL MAIL	
TO MAIL			
DESCRIPTION: Ref# 4957 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Missoula Mercantile & Pawn Attn: Rich 5175 US Hwy 91 S. Missoula, MT 59804 Ph: 406-251-3399 Email: axmensouth@yahoo.com	Please email ARS to dealer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

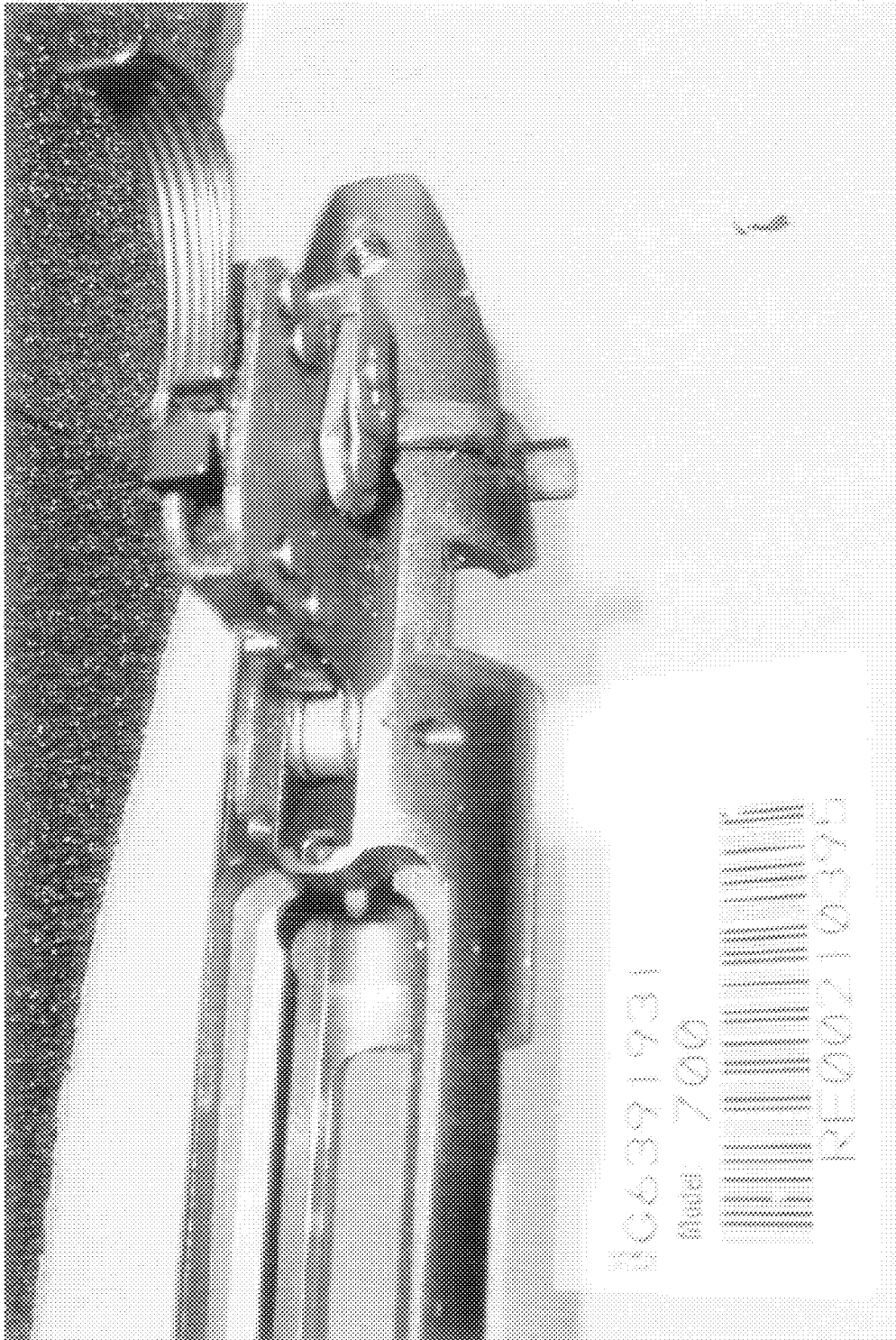
DO NOT SEND TO THE MEDIA/COORDINATOR

4XX596 NOV 3, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969065181365  
REF 1: MISSOULA MERCANTILE/RICH/CO/DMF  
REF 2: 4957/RIFLE

HANDLING CHARGE 0.00	SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:	RS 1.00
DV 0.00	SD 0.00
DC 0.00	SP 0.00
AH 0.00	PUB+HANDLING 12.29
TOT PUB CHG 12.29	

axmensouth@yahoo.com







Remington Arms Co., Inc.  
Product Service  
Legal Case #:5504

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		12/29/2010	1/30/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Modern Pawn & Guns	Mark	Modern Pawn & G	1701 Airline Rd.	Corpus Christi	TX	78412		W 361-993-9390 E modernpawn@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

Dealer sent an email. Stated that a customers gun will fire when closing the bolt. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25630	B6779127		3/18/1986
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRICE WHOLESALE		U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
duplicate, see case 5568, repair 220053						
	Repair/Replacement Cost	Repair/Replacement Date				

12/29/10: I will email letter & form. I will ask media coord to email ARS. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment