

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

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

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when closing bolt	Cause:4015 Improper Maintenance Concern:1008 Fired on Bolt Closing		Unknown
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.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6477676	OD	7/1/1983
Date Purchased	Where Purchased	Accessories	Original 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. Date APV	Cash Date APV
Per Ilion, replace TPA, clean at 1/2 normal charges						
	Repair/Replacement Cost	Repair/Replacement 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 repape 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

Examination	Exam Date		11/18/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	THE BBL HAS BEEN PORTED
Barrel	Description		22" 270 WIN
	Date Code		OD
	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	
	Stock Condition	Slightly Worn; Functioning	SOME SCRATCHES AND DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn;	DIRTY/STICKY SEAR SLUGGISH

		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

2211  
00782  
3.54  
1011

4881

October 28, 2010

Ken Baker  
622 Deana Way  
Rochester, PA 15074

Serial Number:

B6477676

Model: 700



RE00210675

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.

Sincerely,

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

Quote  
\$80.03

Cost  
27.-  
20.23  
47.23

could not duplicate concern.  
TRIG. ASSM. DIRTY + STICKY CAUSING  
PARTS TO WORK SLEGGISH + BIND.  
CAN offer to replace TPA, clean  
& TEST FIRE AT 1/2 NORMAL  
charges.

27 yrs. old

Quote  
Sorry about the box, had to  
send one, & a friend gave it to me.  
Ken

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • www.remington.com

**frmREInquiry - Repair Inquiry**

Repair Number: **RE00210675** Serial: **86477676** Model: **700** Center Fire Caliber: **270** Repairman: **Bruce Travis**  
 Status: **Approval Hold 11/18/2010 5:38:39 AM**

Verify Repair

**ADDRESS INFORMATION**

Customer: **KEN BAKER** Received from: **KEN BAKER** Return To: **KEN BAKER** Received from:

Name: **KEN BAKER** Address 1: **622 DEANA WAY** Address 2: **PO Box** City: **ROCHESTER** State: **PA** Zip Code: **15074** Country: **US**

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Status
11/17/2010 10:...	New	lcpataf	Repair Added		
11/18/2010 5:...	Maint	Travisbw	Repair Maintenance		Status: R
11/18/2010 5:...	Estimate	Travisbw	Estimate Update		Status: A
11/18/2010 5:...	Expedite	pencarl	From: Repair Bench	To: Appro...	
11/18/2010 6:...	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: **Approval Hold 11/18/2010 5:38:39 AM**  
 Travisbw  
 Approve Rack  
 Repair Location  
 ILN  
 Current Location  
 ILN  
 Transfer Number

Repair Search Refresh Close

**RECEIVED**  
 NOV 20 2010  
 BY:.....

Reference #  
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

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

Staff SmartSense  
0 (on -3 to +3 scale)

**Bolt Mod. 700**

4881

**Discussion Thread**

Customer (KENNETH BAKER)  
Gentlen:

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  
Title:  
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**

*10/27 Emailed to approve address for ARS. Letter needs to state "call before any charges."*

*E Mail*  
**Remington.**

www.remington.com

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
<b>PLEASE CHECK ONE:</b>			
MEDIA	Email to him at:		
COORDINATOR	<u>kenbaker622wildgoal@verizon.net</u>		
TO MAIL		I WILL MAIL	
DESCRIPTION:			
B6477676		700	

### LABEL INFORMATION

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

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

*✓*

kenbaker622wildgoal@verizon.net

4XX596      OCT 29, 2010      ALL CURR USD      1 OF 1  
SVC GNDCOM      ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067890952  
REF 1:KEN BAKER/CD/CM  
REF 2:700/B6477676  
  
HANDLING CHARGE 0.00      SVC T/P USD  
SINGLE-PIECE PUB RATE CHRG.      RS 1.00  
DV 0.00      COD 0.00      SD 0.00  
DC 0.00      DGD 0.00      SP 0.00  
AH 0.00      PR 0.00      PUB-HANDLING 8.74  
TOT PUB CHG 8.74









