

## Remington Arms Co., Inc.

Product Service

Legal Case #:5274

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217497	1/5/2011	12/2/2010	1/5/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Russell	Biss	564 Johnson Hollow Rd	Cuba	NY	14727		H 716-968-2720 E ette22@Localnet.com

## Incident Information

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

12/2/10 Per call from Biss, he inherited a 700 from his father and when he was going to unload the chamber, he took it off safety and it fired. It has a bolt lock.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	344049	CR	4/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	N			

CONCERN:FSR

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, test fire at BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
75.31	1/12/2011

12/2/10 Mailing ARS.cm 1/12/11 Per Ilion, could not duplicate concern. Replace TPA, clean, test fire under BLSM price of \$20 + shipping and tax. Emailed quote.cm 1/14/11 Owner approved by phone with A. Harper.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/5/2011
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		CR
	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	
	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---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

5274

22"  
CR4/GX  
YA  
1010

December 2, 2010

114.90  
- 39.59  
75.31

Russell Biss  
564 Johnson Hollow Rd  
Cuba, NY 14727

Subject: #5274, Model 700

Dear Mr. Biss,

Enclosed is the UPS ground shipping label for shipment of the rifle to our factory for inspection. Please include a copy of this 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 "Product Service". Apply the label to your box and take it to a UPS terminal or driver for shipping.

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](mailto:christy.mitchell@remington.com)

RECEIVED  
JAN 06 2011

BY:.....

enclosure

344049  
Model: 700



RE00217497

could not duplicate concern  
Replace TPA, clean + test fire  
under BCP for \$2000 + ship

Quote

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)

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

Model Number:	700	Serial Number:	344049
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO - Inherited from my father in 1993			
Name:	Russell D. Biss	Date of Purchase:	1968 ?
Address (no PO Boxes): 564 Johnson Hollow Rd.			
City:	Cuba	State:	N.Y.
		Zip:	14727
Phone (Daytime):	716-968-2720	Fax:	—
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) e+fe22@Localnet.com			
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>- Rifle fired when safety was released prior to opening bolt to unload gun. The magazine had already been unloaded. Date: 11/24/2010</p>			
500 characters left			
Ammunition Information:			
Manufacturer:	Remington	Type:	130g. Core Lok
Other (i.e. bullet weight/type, shot size, powder): 130g			
Handload Information:			
Powder Used:	—	Powder Weight:	—
Case/Hull Used:	—	Primer Used:	—
Bullet Type/Shot Size:	—	Reloader Used:	—

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppers
How often do you clean the bore? (Months or Number of rounds)	after target practice, end of season
How often do you clean the action? (Months or Number of rounds)	same
How often do you clean the trigger assembly? (Months or Number of rounds)	annually
Brand of lubricant used:	Remington oil
How often do you lubricate the bore? (Months or Number of rounds)	after each cleaning
How often do you lubricate the action? (Months or Number of rounds)	same
How often do you lubricate the trigger assembly? (Months or Number of rounds)	seldom - annually
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?	
- has not been serviced before	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<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. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.	

# Remington.

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	12/2/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL <input checked="" type="checkbox"/> XX	
DESCRIPTION:  700 344049			

## LABEL INFORMATION

MAIL LABEL TO:	Russell Biss 564 Johnson Hollow Rd Cuba, NY 14727
RETURN ITEM TO:	Rem Prod Serv

PLEASE COMPLETE ALL PARTS OF

SEND TO THE MEDIA COORDINATOR

4XX596  
SVC GND COM DEC 3, 2010  
TRACKING# 124XX5969066839948  
REF 1: RUSSELL BISS/CD/CM  
REF 2: 700/344049  
ACT WT 10.0 LBS  
ALL CURR USD  
1 OF 1  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG:  
DV 0.00  
DC 0.00  
AH 0.00  
TOT PUB CHG 7.42  
COD 0.00  
DGD 0.00  
PR 0.00  
PUB+HANDLING 7.42  
SVC T/P USD  
RS 0.50  
SD 0.00  
SP 0.00







