

Remington Arms Co., Inc.
Product Service
Legal Case #:5223

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217149	1/3/2011	11/29/2010	1/6/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Roger	Bouchard	75 Cummings Rd	Ware	MA	01082		C 413-221-9666

Incident Information

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

11/29/10 Per call from Bouchard, he owns a rifle that was passed down to him from his father who was the original owner. About 10 years ago he took it out and it fired when closed the bolt two times in a row. He took it home to his Dad and he shot it 8 times and it never happened. He put it in the safe after that and has not used it. He now wants to have it checked out so that his daughter can use it.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25791	B6827800	RC	11/24/1986
Date Purchased	Where Purchased	Accessories	Original Owner			
	MATHEWS & BOUCHER	SCOPE 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, replace TPA, clean, test fire at 1/2 normal cost						

Repair/Replacement Cost Repair/Replacement Date

11/29/10 Mailing ARS.cm 1/14/11 Per Ilion, could not duplicate concern. Trigger asm set screws altered, trigger has min. return. Replace TPA, clean and test fire at 1/2 normal cost. I called Bouchard and he says they have not altered. He wants it returned unrepaired and he will have a local gunsmith check it. I told him to sign the quote and notate that he did not want it repaired and then I will ship it back to him.cm 1/24/11 Bouchard called and wants us to repair it. He's changed his mind.cm

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		RC
	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---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	MIN TRIG RETURN
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

5223

22
RC 11/86
34
011

November 29, 2010

Roger Bouchard
75 Cummings Rd
Ware, MA 01082

Subject: #5223, Model 700

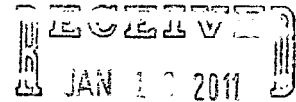
Dear Mr. Bouchard,

Enclosed is the prepaid UPS ground shipping label. 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

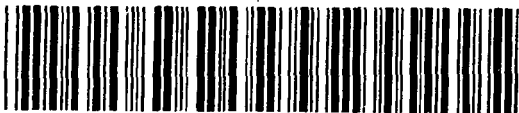


BY:.....

Serial Number:

B6827800

Model: 700



RE00217149

could not duplicate return
T.A. set screws altered,
TRIP HAS MIN RETURN.
Replace TPA, clean test fire
AT 1/2 normal cost.

Q note

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

270

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

Model Number: 700 270w.h		Serial Number: B6827800	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO my father was.			
Name: Roger Bouchard		Date of Purchase: ?	
Address (no PO Boxes): 75 Cummings Rd.			
City: Ware		State: MA	Zip: 01082
Phone (Daytime): 1-413-221-9666		Fax: 1-413-967-6786	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<p>05 closed the Bolt gun fired 2nd time closed the bolt gun fired. put gun in safe until now when it did it it was Real cold</p>			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Case #	5223	Date of Call	11/29/10	Date of Incident		PreLit		Lit		Obs	
--------	------	--------------	----------	------------------	--	--------	--	-----	--	-----	--

Reporter		Incident	
name		Name/Age	Roger Bouchard
address		address	75 Cummings Rd
			Ware, MA 01082
contact #'s		contact #'s	cell 413-221-9666
email		email	

Injury	
--------	--

Medical Treatment	
-------------------	--

Alleged cause	
---------------	--

Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
760	B6827800	.270	-87	N		father orig. owner		

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
---------------	--

Notes:	<p>Fired on bolt closing, couple times.</p> <p>His daughter wants to shoot, wants it checked</p> <p>Sats in safe for 10 yrs after that happened</p>
--------	---

Customer's Request	
--------------------	--

My actions/offers	
-------------------	--



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/29/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL xxxxxx	
DESCRIPTION:			
B6827800 700			

LABEL INFORMATION

MAIL LABEL TO:	Roger Bouchard 75 Cummings Rd Ware, MA 01082
RETURN ITEM TO:	Rem Prod Service

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

4XX596 NOV 30, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067460256
REF 1:ROGER BOUCHARD/CD/CM
REF 2:700/B6827800

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs: 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 7.24 PUB+HANDLING 7.24

