

Remington Arms Co., Inc.
Product Service
Legal Case #:4911

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213011	12/7/2010	11/1/2010	12/8/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ken	Grumski	162 Southbridge Dr.	Cranberry Twp.	PA	16066		H 724-766-7750 E kpgum@zoominternet.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1028	Fired With Safe ON	Unknown	
C	Fired with Safety on			

Customer sent in an email. He stated that his Model 700 fired with the safety on. Wanted to know if there was a recall. Wanted to know if he should continue to use it. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6557370	AE	3/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
	UDISCO SALT LAKE CITY UT	SCOPE,RINGS,TWO PIECE BASE	U			

CONCERN:FBC

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
Per Ilion - Repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$64.73	12/14/2010				

11/1/10: Sending ARS, letter, form. df 12/14/10: Per Ilion - Could not duplicate concern. Is hard off safe. Replace TA, clean & test fire @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/8/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		AE
	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	SLUGGISH
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		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	HARD OFF SAFETY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE,RINGS,TWO PIECE BASE

1:56 PM

PS 12747

4911

COPY

22"
AE 3/8"
5#

November 1, 2010

Ken Grumski
162 Southbridge Dr.
Cranberry Twp., PA 16066
Ph: 724-766-7750

Ref: # 4911

Dear Mr. Grumski,

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 boxes with the name "Supry". Mr. Supry 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

Serial Number:

B6557370

Model: **700**



RE00213011

could not dupl. into concern.
is hard off safe. replace TPA,
clean test line ATN/C

#230145

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

PS 12748

Model Number:		Serial Number:	
Name: KENNETH GRUMSKI		Date of Purchase: CAN NOT REMEMBER	
Address (no PO Boxes): 162 Southridge Drive			
City: CRAWBERRY TWP		State: PA	Zip: 16066
Phone (Daytime): 724-312-3081		Fax:	
E-mail Address: KPGRUM @ 200minternet.NET			
Please describe your problem: The rifle has mis fire twice once while loading and once while engaging the bolt after firing 500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
☐ 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. :: 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. Print Reset			

4911

Reference #
101028-000132
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
10/28/2010 09:13 PM
Initial Response
10/29/2010 02:03 PM
Last Updated
10/29/2010 02:57 PM
Customer SmartSense
+2 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

mis fired with safety on**Discussion Thread****Customer (Ken & Paula)**

10/29/2010 02:57 PM

Dell;
 Per your request:
 Rifle information:
 Model 700 – 270 win
 Serial #: B6557370
 Owner Information:
 Kenneth Grumski
 162 Southridge Drive
 Cranberry Twp, PA 16066
 724-766-7750

From: Remington Information [mailto:info@remington.com]
 Sent: Friday, October 29, 2010 2:03 PM
 To: kpgyum@zoominternet.net
 Subject: mis fired with safety on [Incident: 101028-000132]

Response (Dell -)

10/29/2010 02:03 PM

Dear Mr. Grumski,
 We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

Sincerely,
 Dell

Note (Daniel -)

10/29/2010 08:36 AM

fwd to dell

Customer (Ken & Paula)

10/28/2010 09:13 PM

Dear Sirs,

My Remington 270 model 700 has miss fired with the safety on. Is there safety recall on this model? Please respond. Should I continue to use it?

Ken Grumski
 724-766-7750

Primary Contact**First Name:** Ken &**Last Name:** Paula**Organization:****Login:** kpgyum@zoominternet.net**Title:****Contact Type:****Email:** kpgyum@zoominternet.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**



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/1/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 4911 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Ken Grumski 162 Southbridge Dr. Cranberry Twp., PA 16066 Ph: 724-766-7750
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX556 NOV 1, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5569067280156
REF 1: KEN GRUMSKI/CD/DMF
REF 2: 4911/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 DCD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 7.45 PUB+HANDLING 7.45





