

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5314

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215428	12/19/2010	12/6/2010	1/6/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		William	Lawrence	18 Ramsdell Rd.	Gray	ME	04039		H 207-657-4386

## Incident Information

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

12/6/10: Customer called in. He stated that he had a FBC over a year ago. Wants to get gun checked out. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25791	B6448466	AD	3/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	SHAWMUT DIST KITTEY ME	TWO PIECE BASE	Y			

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

Repair @ n/c

Repair/Replacement Cost	Repair/Replacement Date
\$114.90	1/17/2011

12/6/10: Sending ARS, ltr, form. df 1/17/11: Per Ilion - Could not duplicate concern. TA very dirty & sticky causing parts to work sluggish. Replace TA, clean & test fire @ 1/2 normal cost - quote. df I spoke w/cust. & he sent the quote back w/a letter. He is very upset & stated that he will not pay anything. He stated we have a problem based on the tv show. I told him I would have the repair done @ n/c - gesture of goodwill. df

## 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

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5314&Type=Case>

1/17/2011

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		AD
	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		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY SLUGGISH
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

22"

AD  
38:  
511  
010

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>B6448466</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>William E. Lawrence</u>		Date of Purchase: <u></u>	
Address (no PO Boxes): <u>18 Ramsdell Rd</u>			
City: <u>GRAY</u>		State: <u>ME</u>	Zip: <u>04039</u>
Phone (Daytime): <u>207-657-4386</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u></u>			
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: <div style="border: 1px solid black; padding: 10px; margin: 10px;"><u>could not duplicate concern</u> <u>T.A. very dirty + sticky causing</u> <u>parts to work sluggish. replace</u> <u>TRM, check test fire at 1/2</u> <u>Normal cost. Quote</u></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>130 grain core lock</u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Weight: <u></u>		Primer Used: <u></u>	
Reloader Used: <u></u>		ing and Lubrication): <u></u>	

Serial  
Number:

B6448466

Model: 700

BY: \_\_\_\_\_



RE00215428

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	AFTER HUNTING
How often do you clean the action? (Months or Number of rounds)	AFTER HUNTING
How often do you clean the trigger assembly? (Months or Number of rounds)	AFTER HUNTING
Brand of lubricant used:	REM OIL
How often do you lubricate the bore? (Months or Number of rounds)	AFTER HUNTING
How often do you lubricate the action? (Months or Number of rounds)	AFTER HUNTING
How often do you lubricate the trigger assembly? (Months or Number of rounds)	AFTER HUNTING
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?) N/A	
What were the services performed?) N/A	
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>	
<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. :: Provide a return address on both the outside and inside the box. Shipments without a proper	

return address will be refused.

:: 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.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

# Remington.

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	12/6/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<del>PLEASE CHECK ONE</del>			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	<del>XXXXXX</del>
DESCRIPTION: Ref # 5314 rifle			

## LABEL INFORMATION

MAIL LABEL TO: William Lawrence 18 Ramsdell Rd. Gray, ME 04039 Ph: 207-657-4386
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 DEC 7, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067960751  
REF 1: WILLIAM LAWRENCE/CD/DMF  
REF 2: 5314/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	OGD 0.00	RS 0.50
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 7.42	PUB+HANDLING	SP 0.00
		7.42

**QUOTATION****Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

www.remington.com info@remington.com

**ESTIMATING  
REPORT**Parts/Repairs 800-243-9700  
Fax 336-548-7801~~ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS~~

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00215428 Account # - R-	Description/Serial Number B6448466	Date Received - Estimate Date - Current Date -	12/19/2010 1/6/2011 1/6/2011
Customer WILLIAM LAWRENCE 18 RAMSDELL ROAD GRAY, ME 04039 US		Return To WILLIAM LAWRENCE 18 RAMSDELL ROAD GRAY, ME 04039 US	
Phone (H) (207)-657-4386 Phone (W)		Fax Email	

Please Circle One VISA <input checked="" type="radio"/> AMEX DISCOVER Card No. <u>14</u> Exp. Date <u>08/12</u>
PO Number <u>2076574386</u> Time To Call <u>after 4:10pm</u> Open Acct. <u>R</u>
Daytime Phone <u>2076574386</u> Approval: Customer Signature <u>William Lawrence</u> Date <u>1-15-2011</u>
<input type="checkbox"/> If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
Notice: We process checks electronically through Check 21

Reported	Problem
M100 SEE CUSTOMERS LETTER M123 FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M106 COULD NOT DUPLICATE CUSTOME M992 T.P.A. very dirty&sticky M994 causing parts to be sluggish

Technical Comments
Problem/Notes Offer to replace T.P.A., clean test for 1/2 normal cost as good will gesture.

Estimate: G.O.D. Shipping and Handling Charges are NOT included in this Quote						
Material #	Material Description	Qty	Warranty Y/N	Price/Unit	Discount Percent	Extended Amt
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK	1	N	\$94.00	50%	\$47.00
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000116	GR-LABOR	1	Y	\$1.00	0%	\$0.00
4000118	GR-CLEAN	1	N	\$28.00	50%	\$14.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00
Sub Total:						\$89.50
Est. Sales Tax:						\$2.59
Grand Total:						\$92.09

*This gun misfired (hang fire) 3 times - I'm paying this under protest - I think the gun should be replaced - I will get rid of it when it comes back*

JAN 17 2011

[copy]

December 6, 2010

William Lawrence  
18 Ramsdell Rd.  
Gray, ME 04039  
Ph: 207-657-4386

Ref: # 5314

Dear Mr. Lawrence,

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 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)







