

Remington Arms Co., Inc.
Product Service
Legal Case #:5206

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213960	12/10/2010	11/24/2010	12/14/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Mansfield	460 US Rt 4	Enfield	NH	03748		H 603-632-7300

Incident Information

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

11/24/10 Per call from Mansfield, he bought this rifle 2nd hand years ago and has had it fire on closing the bolt.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	n/a	A6271178	LI	2/26/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	CAMFOUR INC WESTFIELD MA	TWO PIECE SCOPE BASE,AFT MKT STK	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 at BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
37.23	12/23/2010

11/24/10 Mailing box and ARS.cm 12/23/10 Per call to Mansfield, charges approved.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5206&Type=Case>

12/23/2010

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		LI
	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	---Select---	AFT MKT
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE, AFT MKT STK

frmREInquiry - Repair Inquiry																		
Repair Number	RE00213960	Serial: A6271178, Model 700, Center Fire, Caliber .30-06 SPRG, Produced 02/26/1976 SKU: 20000	Repairman															
Verify Repair		Status	New 12/11/2010 8:16:16 AM															
ADDRESS INFORMATION																		
Customer		Return To																
<input checked="" type="radio"/> Received from		<input type="radio"/> Received from																
Name	ROBERT MANSFIELD	Name	ROBERT MANSFIELD															
Address 1	460 US RT 4	Address 1	460 US RT 4															
Address 2	PO Box	Address 2	PO Box															
City	ENFIELD	City	ENFIELD															
State	NH Zip Code: 03748 Country: US	State	NH Zip Code: 03748 Country: US															
FFL <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>																		
Contact / Condition		Problems / Estimate / History / Status																
Shipping / Billing																		
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> <th>Desc2</th> </tr> </thead> <tbody> <tr> <td>12/11/2010 8:</td> <td>New</td> <td>sanguinegf</td> <td>Repair Added</td> <td></td> </tr> <tr> <td>12/14/2010 9:</td> <td>Maint</td> <td>Travisbw</td> <td>Repair Maintenance</td> <td>Status: New</td> </tr> </tbody> </table>		Date	Code	User ID	Desc1	Desc2	12/11/2010 8:	New	sanguinegf	Repair Added		12/14/2010 9:	Maint	Travisbw	Repair Maintenance	Status: New	<input type="checkbox"/> Shipping Hold <input type="checkbox"/> Interface Hold <input type="checkbox"/> Estimate Seri <input type="checkbox"/> Paris Inspected <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return as Received <input type="checkbox"/> Has Been Approved <input type="checkbox"/> Internal Repair <input type="checkbox"/> Exclude TATC	
Date	Code	User ID	Desc1	Desc2														
12/11/2010 8:	New	sanguinegf	Repair Added															
12/14/2010 9:	Maint	Travisbw	Repair Maintenance	Status: New														
		Current Status New 12/11/2010 8:16:16 AM sanguinegf Repair Bench Repair Location ILN Current Location ILN Transfer Number																
Repair Search		<input type="button" value="Refresh"/> <input type="button" value="Close"/>																

$$\begin{array}{r} 20.23 \\ 27. \text{---} \\ \hline 12. \text{---} \\ 15. \text{---} \\ \hline 74.23 \\ - 37 \\ \hline 37.23 \end{array}$$

RECEIVED
DEC 17 2010

BY: _____

5206

22"
LIZ/7
3⁴
011

November 24, 2010

Robert Mansfield
460 US Rt 4
Enfield, NH 03748

could not duplicate concern.
T.A. Set screws altered.
replace TPA, clean + test fire
under BLP Ron \$ 20.00 + ship

Subject: #5206, Model 700

Quote

Dear Mr. Mansfield,

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

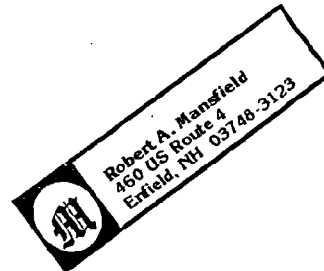
Serial
Number:

A6271178

Model: 700



RE00213960



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

Robert A. Mansfield
460 US Route 4
Enfield, NH 03748-3123

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

Model Number:	700	Serial Number:	A6271178
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name:	Robert Mansfield	Date of Purchase:	used ? date
Address (no PO Boxes): 460 US. Rt 4			
City:	Enfield	State:	N.H.
		Zip:	03748
Phone (Daytime):	603-632-7300	Fax:	
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:			
closed the bolt action and it fired - twice,			
500 characters left			
Ammunition Information:			
Manufacturer:	Remington / Handloads	Type:	165 grain cl / 165 grain yr barns
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:	EMR 4350	Powder Weight:	56 GR
Case/Hull Used:	RP	Primer Used:	RP or CCI's
Bullet Type/Shot Size:		Reloader Used:	Rock Chucker

Customer Service!
 After seeing the show
 "Remington Under Fire", I contacted
 your customer service number &
 explained that this rifle
 shows the same symptoms as
 shown on TV. I purchased the
 gun quite a few years ago,
 used! I have never altered
 it in anyway myself, but I
 don't know if it ever has
 been. It look like an "old
 beater" but still a very
 good shooting rifle - one of
 my favorites.
 Thanks,

Bob Mansfield
 460 US Rt 4
 Enfield, N.H.
 03748

REM 700 #46271178 30-06
 Phone # 603-632-7300

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Remington oil
How often do you clean the bore? (Months or Number of rounds)	every 2 mo. or everytime fired
How often do you clean the action? (Months or Number of rounds)	everytime used
How often do you clean the trigger assembly? (Months or Number of rounds)	1x/yr
Brand of lubricant used:	Remington
How often do you lubricate the bore? (Months or Number of rounds)	everytime used
How often do you lubricate the action? (Months or Number of rounds)	everytime used
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1x/yr
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	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/24/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<input checked="" type="checkbox"/> PLEASE CHECK ONE			
MEDIA			
COORDINATOR		xxxxxx	
TO MAIL		<input type="checkbox"/> I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Robert Mansfield 460 US Rt 4 Enfield, NH 03748
RETURN ITEM TO:	Rem Prod Service

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

4XX596 NOV 29, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067414752
REF 1:ROBERT MANSFIELD/CD/CM
REF 2:700

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 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 7.24 PUB+HANDLING 7.24

