

Remington Arms Co., Inc.
Product Service
Legal Case #:4991

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211242	11/22/2010	11/5/2010	11/23/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Larry	Mettlen	100 East School	Lincoln	KS	67455		H 785-524-3300

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4006 Fires on bolt closing	Altered Adjustments or Components Concern:1008 Fired on Bolt Closing	Unknown	
C				

11/5/10 Per call from Mettlen, his 700 fires when you bolt the gun down. He bought it second hand years ago.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/17 REM	n/a	6402989	LU	1/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	GUNNING WHLSE WICHITA KAN	SCOPE,RINGS,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
	Repair/Replacement Cost	Repair/Replacement Date				

11/5/10 Mailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/23/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
	Description		24" 17 REM
	Date Code		LU

Barrel	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	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	Worn; Functioning	DIRTY/RUSTY
	Stock Condition	Worn; Functioning	SCRATCHES/MARS
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	DIRTY
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	OVER TRAVEL SCREW MISSING
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE,RINGS,BASE

frmREInquiry - Repair Inquiry											
Repair Number		RE00211242		Serial: 6402389 Model: 700 Center Fire Caliber: 17		Repairman		Bruce Travis			
Verify Repair				REM		Status		Approval Hold 11/24/2010 5:51:58 AM			
ADDRESS INFORMATION											
Customer					Return To						
<input checked="" type="radio"/> Received from					<input type="radio"/> Received from						
Name		LARRY METTLEN			Name		LARRY METTLEN				
Address 1		100 EAST SCHOOL			Address 1		100 EAST SCHOOL				
Address 2		PO Box			Address 2		PO Box				
City		LINCOLN			City		LINCOLN				
State		KS		Zip Code		67455		Country		US	
FFL											
Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing			
Date		Code		User ID		Desc1		Desc2		<input type="checkbox"/> Shipping Hold <input type="checkbox"/> Interface Hold <input type="checkbox"/> Estimate Sent <input type="checkbox"/> Parts Received <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	
11/22/2010 1		New		lpataffl		Repair Added				Current Status <input type="checkbox"/> Approval Hold 11/24/2010 5:51:58 AM <input type="checkbox"/> Travisbw <input type="checkbox"/> Approve Rack <input type="checkbox"/> Repair Location <input type="checkbox"/> ILN <input type="checkbox"/> Current Location <input type="checkbox"/> ILN <input type="checkbox"/> Transfer Number	
11/22/2010 5...		EmailSent		AmEmail		Repair Received		QUILT60			
11/22/2010 5...		EmailVerified		AmEmail		Receipt		QUILT60			
11/24/2010 5...		Maint		Travisbw		Repair Maintenance		Status: R			
11/24/2010 5...		Estimate		Travisbw		Estimate Update		Status: A			
Repair Search										Refresh	
										Close	



RECEIVED
NOV 29 2010

BY:.....

4991

24"
11/2/11
2.5"
1008

November 5, 2010

Larry Mettlen
100 East School
Lincoln, KS 67455

Subject: #4991, Model 700

Dear Mr. Mettlen,

Per our phone conversation, enclosed is a prepaid UPS ground shipping label for shipment of the firearm 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".

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

enclosure

Serial Number:

6402989

Model: 700



RE00211242

Will follow down. TRIG ASSN
Set screws altered. CAN
offer to replace TPA, clean +
test fire under BLP for
\$20.00 + ship

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

PS 13461

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

Model Number: 700	Serial Number: 0402989
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: LARRY Mettlen	Date of Purchase: ?? 1972
Address (no PO Boxes): 100 E. School St.	
City: LINCOLN	State: KS Zip: 67455
Phone (Daytime): 785-524-3300	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) quilt60@att.net	
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: It goes off when you bolt it without touching the trigger. when I took the Throat plate out the spring fell out. Its taped to the stock.	
500 characters left	
Ammunition Information:	
Manufacturer: Remington Bullets	Type: Always used
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:

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	
How often do you clean the action? (Months or Number of rounds)	
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	
What were the services performed?)	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<p>Ⓢ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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/5/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION: Model 700			

LABEL INFORMATION

MAIL LABEL TO:	Larry Mettlen 100 East School Lincoln, KS 67455
RETURN ITEM TO:	Rem Product Service

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

4XX596 NOV 5, 2010 ALL CURR USD 1 OF 1
SVC GNDCCM ACT WT 10.0 LBS
TRACKING 1Z4XX5969007573330
REF 1:LARRY METTLEN/CD/CM
REF 2:700

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	CCD 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 9.45		PUB-HANDLING 9.45	







