

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 Contact Age 100 East School Incident Larry Mettlen Lincoln KS 67455 H 785-524-3300

Incident Information

Claims Codes Repair Medical Medical Status

PΙ

PD Cause: 4006 Altered Adjustments or

Fires on bolt Components Unknown

closing Concern: 1008 Fired on Bolt Closing

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 Cash Date APV APV

Repair/Replacement Repair/Replacement

Cost Date

11/5/10 Mailing ARS.cm

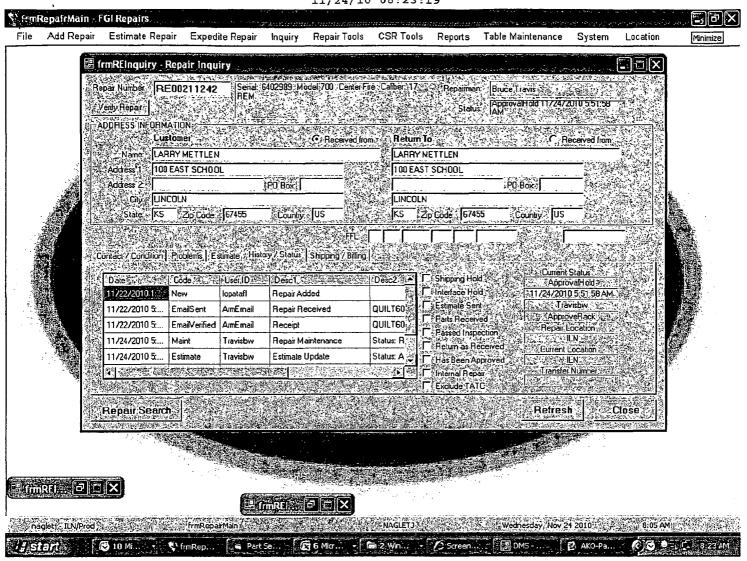
Examination[Remington/CF/BA]

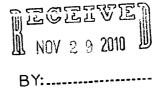
Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/23/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
	Description		24" 17 REM
	Date Code		LU .

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4991&Type=Case

11/30/2010

h ·	1		
	Bore Plugged	False	
	Bulged	False]
Barrel	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	·
Bolt	Face	Slightly Worn; Functioning]
	Handle	Slightly Worn; Functioning]
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning]
Extractor	Cut Condition	Slightly Worn; Functioning]
	Ext/Eject Test	False	
	Block Condition	Select]
Locking	Lug Condition	Slightly Worn; Functioning]
	Notch Condition	Select	
	Exterior Condition	Worn; Functioning	DIRTY/RUSTY
Overall	Stock Condition	Worn; Functioning	SCRATCHES/MARS
	Fore End Condition	Select	
B	Condition	Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.008
Sear	Notch	Slightly Worn; Functioning	DIRTY
	Tests	Test Fired	Fálse
Feeding Test	Tests	False]
	Condition	Slightly Worn; Not Functioning	OVER TRAVEL SCREW MISSING
Trigger	Pull	Select	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock]
Non-Remington Components	Description		SCOPE,RINGS,BASE





4991

24" 12/71 2.58

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



Will Follow down. Trig ASSN Set Screws ALTERED CAN offen to My Mar TPA, clear + Test fine under DLP for pro-00 + ship

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

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

Model Number: 700	Serial Number: 6402989				
Are you the original owner?: YES NO					
Name: LARRY Mettlen ->	Date of Purchase: 22 1972				
Address (no PO Boxes): 100 E. School	St,				
City: LINCOLN	State: KS Zip: 67455				
Phone (Daytime): 785-524-3340	Fax:				
E-mail Address:(if e-mail address is provided, notification sent) Quilt 606 at inet	of receipt and shipment will be				
E-mail Address:					
I would like to receive future e-mail updates from Ren	nington.				
Please describe your problem and date of occurrence:					
It goes off when you balt it without					
Touching the trigger. when I took the throat plate out the					
Spring fell out. Its taped to the stock.					
500	<u> </u>				
Ammunition Information:					
Manufacturer: Reinington Bullets	Type: Always used				
Other (i.e. bullet weight/type, shot size, powder):	· · · · · · · · · · · · · · · · · · ·				
Handload Information:					
Powder Used:	Powder Weight:				
Case/Hull Usad:	Primer Used:				
Bullet Type/Shot Size:	Reloader Used:				

Firearms Care (Cleaning and Lubrication): Brand of cleaning solution used: I 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? T YES 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 **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. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.



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
PUEASECHECKONE		
COORDINATOR TO MAIL	I WILL MAIL	xxxxx
DESCRIPTION:		
Model 700		

LABEL INFORMATION

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

RUEASE COMPUBIE AULPAENS OF THIS FORM AND SEND THE MEDIA COORDINATION

4XX596 N SYC GNUCOM TRACKINGH 1Z4X REF 1:LARRY ME REF 2:700	(59 59ψ	ACT ม อาธารร	ALL T 10.0 30	CURR I	O.Z.L	1 OF	1
HANDLING CHARG SINGLE-PIECE P DV 0.00 DC 0.00 AH 0 00 TOT PUB CHG 9	UB RAT		S 0.00 0.09 0.00 PUB-HA		RS SD SP	T/P USD 0.50 0.00 0.00 0.00 3.45	



