

Remington Arms Co., Inc.

Product Service

Legal Case #:5177

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215208	12/17/2010	11/22/2010	12/28/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Larry	Smith	RR 319 133 Smith Ln	Chamois	MO	65024		H 573-763-5544

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4054 As received Follows Down		Unknown	
S	Fired on bolt closing Concern:1008 Fired on Bolt Closing			
C				

11/22/10 Per call from Smith, the other day he went to load and when he pushed the bolt down it fired. It happened about 10 yrs ago and he cleaned and oiled it and fixed the problem. He did not send it for inspection. He bought this rifle used yrs ago.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6485437 WU	8/1/1971

Date Purchased	Where Purchased	Accessories	Original Owner
	COTTER & CO CHICAGO 11, ILL BOTTOM HALF OF SEE THRU MOUNTS		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
80.20	1/10/2011

11/22/10 Mailing ARS.cm 1/10/11 Per Ilion, will follow down, trigger assm very dirty & sticky, set screws altered. Replace TPA, clean and test fire under BLSM program price at \$20 + S&H.cm 1/14/11 Called Smith's home, lady answered that he was not there. Told her I was with Remington and would try again later.cm 1/14/11 Mrs. Smith said she mailed the check over a week ago. Hold the rifle until we receive payment.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/28/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4054	As received Follows Down	ALTERED T.A. SCREWS POOR MAINTENENCE
	Description		22" 270 WIN
	Date Code		WU
	Bore Plugged	False	

Barrel	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	BINDS
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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	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---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY STICKY.MIN TRIG RETURN.WILL FOLLOW DOWN
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		BOTTOM HALF OF SEE THRU MOUNTS

Remington®

5177

"72"
mu 8/71
4#
.008

November 22, 2010

Larry Smith
RR 319 133 Smith Ln
Chamois, MO 65024

Subject: #5177, Model 700

Dear Mr. Smith,

Enclosed is a UPS ground prepaid 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".

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

will follow down. T. A. very
dirty + sticky, set screws
altered. replace TPA, clean
& test fire under BLP for
\$10.00 + ship

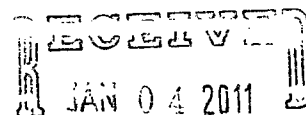
Serial
Number:

6485437

Model: 700



RE00215208



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

BY: _____

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

Model Number:	700 Remington		Serial Number:	6485437									
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO													
Name:			Larry D Smith			Date of Purchase:	1979						
Address (no PO Boxes):						133 Smith Ln							
City:			Chambers			State:	MO		Zip:	65024			
Phone (Daytime):			573-763-5544			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:													
<p>rifle fires when loading as bott is put down. Could not get the mounts off</p>													
500 characters left													
Ammunition Information:													
Manufacturer:			700 REMINGTON			Type:			700				
Other (i.e. bullet weight/type, shot size, powder):						Core Lokt 130gr							
Handload Information:													
Powder Used:						Powder Weight:							
Case/Hull Used:						Primer Used:							
Bullet Type/Shot Size:						130gr, Core Lokt						Reloader Used:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Rem-oh-Hoppies No 9. Others are cleaned
How often do you clean the bore? (Months or Number of rounds)	after every use
How often do you clean the action? (Months or Number of rounds)	1 Time a year
How often do you clean the trigger assembly? (Months or Number of rounds)	1 Time a year
Brand of lubricant used:	Same as above
How often do you lubricate the bore? (Months or Number of rounds)	after every use
How often do you lubricate the action? (Months or Number of rounds)	1 TIME a year
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1 Time a year
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
self serviced	
What were the services performed?)	
home	
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:	11/22/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		xx	
I WILL MAIL			
DESCRIPTION: 700 6485437			

LABEL INFORMATION

MAIL LABEL TO:	Larry Smith RR 319 133 Smith Ln Chamois, MO 65024
RETURN ITEM TO:	Remington Prod Serv

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

4XX596 NOV 23, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067543087
REF 1:LARRY SMITH/CD/CM
REF 2:700/6485437

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 8.74	PUB+HANDLING	8.74

