Remington Arms Co., Inc. Product Service Legal Case #:5084

Case Information										
	Dpened 0/2010	Date Ope 11/15/			Closed 0/2010		dent Dat /11/2010	e Pre Li	it Lit	Obsolete
Customer Informatio	on									
Type Business H	First Name	e Last Name	Stree	et	City	State	Zip A	lge	Conta	ict
Incident	Joshua	Vincent	3 Mallison F	⁷ alls Rd.	Windham	ME	04062		207-650 nt@port	0-6830 landsafe.com
Incident Information	ı									
Claims		Codes			Repair I	Est.	Medical	l Treatment	Me	dical Status
PI										
PD Cau	ise:4038	Could Not D	uplicate Cond	cern			I In	known		
S Cor	S Concern:1007 Fired on Safe Release Unknown									
C FSR			,							
11/12/10: Customer	called in. H	He stated on 1	1/11/10 he ha	id a FSR	. No damag	ge - No	injury. d	lf		
										<u></u>
Firearm Information	l		,							
Mfg.		Туре		Mo	odel/Ga.		SKU	Seri	al B	bl. DOM
Remington		CF/BA		700/	270 WIN		25771	C6883	247	5/2/1 9 94
Date Purchased	1	Where Purch	ased	Ace	cessories	Orig	ginal Ow	ner		
	WAL-M	ART WARE	HOUSE #3R				Y			
Ammunition Inform	ation - Nor	ne Defined								
Other Products Infor	mation - N	lone Defined								
Settlement										
			Remir	ngton/70)/CF/BA					
Settlement	Relea	se of Claims	Rel	ease Dat	e Re	eimbu	rsement	Cash Settlement	Rein Dat AP	te Date
Per Ilion - Repair @ n/c - gesture of goodwill)									
	Repair	Replacemen Cost	-	Replace Date	ment					
		\$62.23	12	2/6/2010						
11/15/10: Sending A movement of trigger										ern. Sluggish

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner]	supry
Examination	Exam Date]	11/30/2010
	Product Type]	RF
	Action Type]	Α
	Assigned To]	Supry
			Was unable to duplicate concern at bench.

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12/6/2010

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Cause	4038	Could Not Duplicate Concern	However, the trigger movement was very sluggish returning under sear due to sticky residue inside the housing. Also, the trigger had been adjusted outside of the factory.	
, , <u>, , , , , , , , , , , , , , , , , </u>	Description		22 inch Model 700 270 caliber	
Barrel	Date Code		СО]
	Bore Plugged	False]	
	Bulged	False		
	Fired	False]	
	Fired while Obstructed			
	Muzzle/Crown Condition	Slightly 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	Worn; Functioning		
Extractor	Cut Condition	Slightly Worn; Functioning]	
	Ext/Eject Test	True]	
	Condition	Select		
Magazine	Box Condition	Slightly Worn; Not Functioning		
	Exterior Condition	Worn; Functioning		
Overall	Stock Condition	Abused; Functioning	Large gouge on right side of stock	
	Fore End Condition	Select		
Receiver	Condition	Slightly Worn; Functioning		
	Bulged	False]	_
	Description		Model 700]
Safety	Function	Slightly Worn; Functioning		_
	Lift	Select	not measured	
	Notch	Slightly Worn; Functioning		
Sear	Trigger	Condition	Abused; Functioning	Sticky residue under bolt stop release and inside trigger housing. Sluggish movement of the trigger
Pull		Select	5.25 lbs]

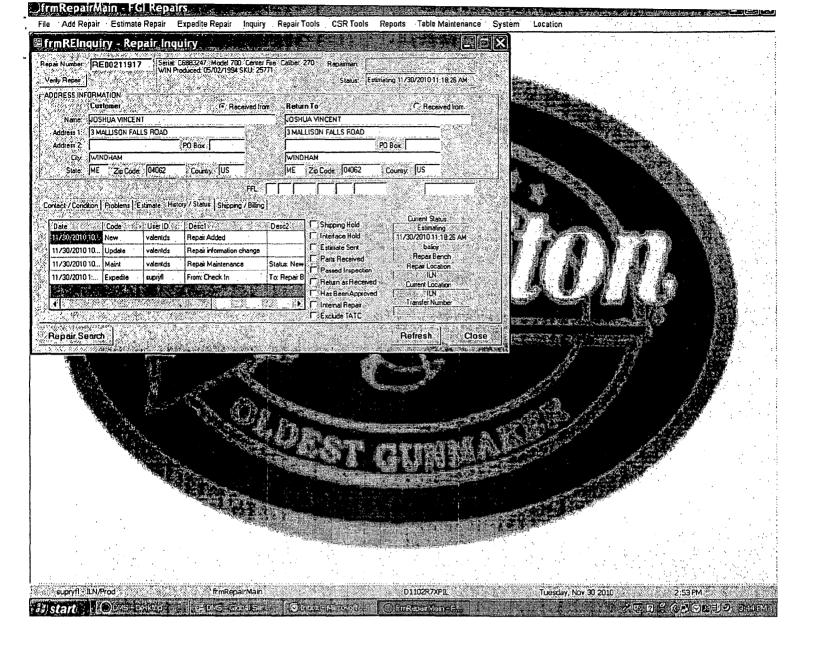
http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5084&Type=Case

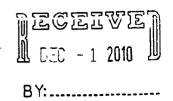
12/6/2010

Altered	True	Both front screw have been adjusted outside of the factory.	
Sub- Assembly	M/700 Non- Bolt Lock		

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5084&Type=Case

12/6/2010







November 12, 2010

C6883247

700

Model:

Joshua Vincent 3 Mallison Falls Rd. Windham, ME 04062 Ph: 207-650-6830

Ref: # 5084

Dear Mr. Vincent,

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, H&R 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

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Print	Reset				
Model	Serial				
Number: 700	Number: C6883247				
Are you the original ow	ner?: 🕅 YES 🖾 NO				
Name: Joshua Vincent	Date of Purchase:				
Address (no 3 Mallison Falls Re					
City: Windheim	State: ME Zip: 04062				
Phone (Daytime): ২০১ - ক্টি ৫৫০-৫৪३০	Fax:				
E-mail Address:(if e-mail address is provid be sent)					
E-mail A					
Please describe your problem and date of occurrence: 11/11/10 - Loaded Nifle and Sufty would not move from fire to the Safe-epered bolt 30-fty would move reloaded Rifle moved Safty to fire and rifle discrarged thigger uses not pressed.					
	racters left				
Ammunition Information:					
Manufacturer: Winchester Type: Failsafe					
Other (i.e. bullet weight/type, shot size, powder): 140 gc					
Handload Information:					
Powder Used:	Powder Weight:				
Case/Hull Used:	Primer Used:				
Bullet Type/Shot Size:	Reloader Used:				
Firearms Care (Cleaning and Lubrication):					

http://www.remington.com/asp/factory_repair_form.asp

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds) レーイローカッ
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) ఎల-గం
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?
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to:
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

http://www.remington.com/asp/factory_repair_form.asp

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.



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

ARS LABEL REQUEST FORM

DATE:		11/15/2010	REQUESTED BY:	Dell
QUANTITY:		1	WEIGHT PER PACK	A(10 lbs
REFASEICHECKIONE MEDIA COORDINATOR TO MAIL]		I WILL MAIL	XXXXXX
DESCRIPTION:	Ref# 5084 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Joshua Vincent 3 Mallison Falls Rd. Windham, ME 04062 Ph: 207-650-6830

RETURN ITEM TC Remington Arms Attn: Product Service Ilion, NY

REEASE COMPLETE ALL PARTS OF THIS FORM AND SEND ROAT EMEDIA COORDINATOR

4XX596 NOV 15, 2010 ALL CURR USD SVC GNDCOM ACT WT 10.0 LBS TRACKING# 1Z4XX5969066053171 REF 1:JOSHUA VINCENT/CD/DMF 1 OF 1 REF 2:5084/RIFLE HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGS: DV 0.00 DC 0.00 SVC T/P USD RS 0.50 SD 0.00 COD 0.00 DGD AH 0.00 TOT PUB CHG 7.42 0.00 PR 0.00 SP 0.00 PUB+HANDLING 7.42