Remington Arms Co., Inc. Product Service Legal Case #:5188

Case Information

RE# Date Opened Date Opened(PS) Date Closed Incident Date Pre Lit Lit Obsolete

213047 12/7/2010 11/23/2010 12/8/2010

Customer Information

Type Business First Name Last Name Street City State Zip Age Contact

Incident Larry Vincent 14 Main St Hallstead PA 18822 W 607-729-9145

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

PΙ

PD Cause:4012 Improper Headspace

S Fired on bolt closing

Concern: 1008 Fired on Bolt Closing

Unknown

C

11/23/10 Per call from Vincent, he has several 700's but one that he bought in the '70's has had a problem of misfiring since he had it. It took it to a local gunsmith a few times and the gunsmith said he needed to keep the bolt clean. He also said that he should send it to us after it came in more than once. He never sent it to us and about 10 yrs ago after it fired on closing the bolt, he put it up and hasn't used it. His friends told him about the CNBC program and he decided to call.cm

Firearm Information

 Mfg.
 Type
 Model/Ga.
 SKU
 Serial
 Bbl.
 DOM

 Remington
 CF/BA
 700/270 WIN
 n/a
 B6701976
 KF 5/1/1985

Date Purchased Where Purchased Accessories Original Owner

JERRY'S SPORT SHOP 18447 SCOPE BASE Y

CONCERN:FSR

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Settlement Release of Claims Release Date Reimbursement Cash Settlement Settlement Release Date Reimbursement Release Date Release Date Reimbursement Release Date Release Dat

Per Ilion, replace TPA, clean at 1/2 normal charges

Repair/Replacement Cost Repair/Replacement Date

11/23/10 Mailing box and ARS.cm 12/14/10 Per Ilion, could not duplicate concern. Trigger assm dirty, sticky causing parts to work sluggish. Replace TPA, clean nd test fire at 1/2 normal charges.cm 12/15/10 Vincent spoke with Andrew in Consumer Dept and gave approval.cm

Examination[Remington/CF/BA]

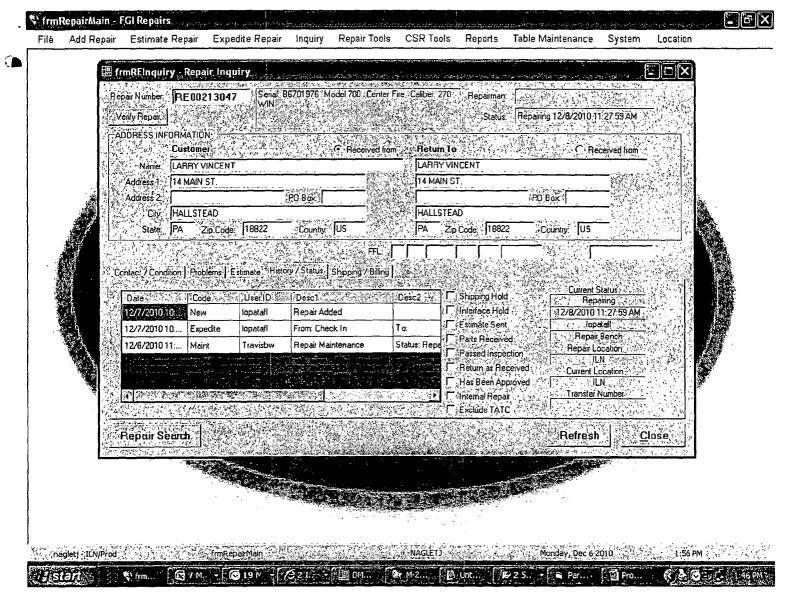
Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/8/2010
	Product Type		RF

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5188&Type=Case

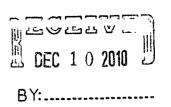
12/22/2010

		1 450 2 01	-
1	Action Type	A	1
	Assigned To	T.NAGLE	1

1	Action Type		A
	Assigned To]	T.NAGLE
Cause	4012	Improper Headspace	
Barrel	Description		22" 270 WIN
	Date Code]	KF
	Bore Plugged	False	
	Bulged	False]
	Fired	False	
	Fired while Obstructed		_
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	SLUGGISH
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning]
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	BINDS, SLUGGISH
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False]
	Block Condition	Select	· ·
Locking	Lug Condition	Slightly Worn; Functioning	j ·
	Notch Condition	Select]
	Exterior Condition	Slightly Worn; Functioning]
Overall	Stock Condition	Slightly Worn; Functioning]
	Fore End Condition	Select]
D	Condition	Slightly Worn; Functioning	1
Receiver	Bulged	False	
	Description		STANDARD M/700 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS]
	Lift	Select	.011
Sear	Notch	Like new; Functioning	SLUGGISH
		Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning	DIRTY, STICKY
T.:	Pull	Select	5#
Trigger	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE



12/14 3:00pm - out of office call back in hour M



5188

November 23, 2010

22" KF 5/8"

Larry Vincent 14 Main St Hallstead, PA 18822

Subject: #5188, Model 700

Dear Mr. Vincent,

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

enclosure



could not duplicate concern. T.A. DIRTY & STICKY EMUSING PARTS to work sluggish. rephase TOA, ELAN & TEST fine AT 1/2 NORMAL CHANGES. Quote

Model Number: Model 700	Serial Number: 86701976				
Are you the original owner?: YES NO					
Name: LARRY VINCENTS	Date of Purchase:				
Address (no PO Boxes): 14 MAIN Street					
City: HAUSTEAD	State: 1/4 Zip: 18872				
Phone (Daytime): 607-729-9145 570-879, 4590	Fax:				
E-mail Address:(if e-mail address is provided, notification	of receipt and shipment will be				
sent)					
E-mail Address:					
I would like to receive future e-mail updates from Rem	nington.				
Please describe your problem and date of occurrence:					
GUN WILL NOT FIRE AT 7	VA3				
The SAFETY OFF AND S	Jide it to Fire				
Some times You CAN'T for	IN The TRICGER ItSLIKE				
Its Set UP COME Time	ALA FIDIAC CARGO				
Tot 12 hold rich Fin	There was				
It would not Fike We	24 / 10 6/F4 WO/4 OF				
TO EJect Shell And 7	he GOM WENT OF				
	∵				
500	: · · · · · · · · · · · · · · · · · · ·				
I characters left					
Ammunition Information:					
Manufacturer:	Type:				
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): Adpl5 4 WD 40	
Brand of cleaning solution used: 40 PP5	
How often do you clean the bore? (Months or Number of rounds)	45
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: 40ff5	
How often do you lubricate the bore? (Months or Number of rounds) Twice A Yeak.	
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 YES NO	?
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) 2003 HAVE NOT USED TRIS CON SINCE	?e
What were the services performed?) Ed. KRAYESKI'S GUN ShoP	
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 THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE). TELEPHONE AND MODE SERIAL NUMBER OF YOUR FIREARM.	E SEND
:: 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.	



