

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
PI				
PD	Cause:4012 Improper Headspace		Unknown	
S	Fired on bolt closing Concern:1008 Fired on Bolt Closing			
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	Reim. Date APV	Cash Date APV
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

	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	
Bolt	Firing Pin	Slightly Worn; Functioning	SLUGGISH
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	BINDS, SLUGGISH
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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY
	Pull	---Select---	5#
	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

RECEIVED
DEC 10 2010

BY:

5188

22"
KFS/8"
S#
1011

November 23, 2010

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

Serial
Number:

B6701976

Model: 700



RE00213047

could not duplicate concern.
T.A. DIRTY & STICKY CAUSING
PARTS TO WORK SLUGGISH.
UPHASE TPA, CLEAN & TEST FIRE
AT 1/2 NORMAL charges.

Quote

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

PS 14568

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

Model Number: <u>Model 700</u>	Serial Number: <u>B6701976</u>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>LARRY VINCENT</u>	Date of Purchase: _____
Address (no PO Boxes): <u>14 MAIN Street</u>	
City: <u>HAUSTEAD</u>	State: <u>PA</u> Zip: <u>18822</u>
Phone (Daytime): <u>607-729-9145</u> <u>570-879-4590</u>	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: <u>GUN WILL NOT FIRE AT TIMES WHEN YOU TAKE</u> <u>THE SAFETY OFF AND SLIDE IT TO FIRE</u> <u>SOMETIMES YOU CAN'T PULL THE TRIGGER ITS LIKE</u> <u>ITS SET UP (ONE TIME AT A FIRING RANGE</u> <u>IT WOULD NOT FIRE WENT TO LIFT BOLT UP</u> <u>TO EJECT SHELL AND THE GUN WENT OF</u>	
500 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):	HOPPS + WD 40
Brand of cleaning solution used:	HOPPS
How often do you clean the bore? (Months or Number of rounds)	ONCE EVERY 6 MONTHS
How often do you clean the action? (Months or Number of rounds)	SAME
How often do you clean the trigger assembly? (Months or Number of rounds)	ONCE A YEAR
Brand of lubricant used:	HOPPS
How often do you lubricate the bore? (Months or Number of rounds)	Twice A YEAR.
How often do you lubricate the action? (Months or Number of rounds)	SAME
How often do you lubricate the trigger assembly? (Months or Number of rounds)	ONCE 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?	
2003 HAVE NOT USED THIS GUN SINCE	
What were the services performed?	
Ed KRAYOSKI'S GUN SHOP	
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>	









