

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4586

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
197607	6/21/2010	5/26/2010	6/22/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	LaPorte Cty Sheriff's Office	Keith	Waltz	809 State St	LaPorte	IN	46350		C 219-363-0136

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Cause:4006 Concern:1008	Altered Adjustments or Components Fired on Bolt Closing	Unknown	

5/26/10 Per call from Waltz, this is a department issued rifle that was originally purchased new around 1994. Recently he has had it fire when closing the bolt. The trigger pull is not consistent either.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25711	D6813279	DO	9/21/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	LAPORTE COUNTY SHERIFFS DEPT		Y			

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, repair at 1/2 normal charges as gesture of goodwill						

Repair/Replacement Cost	Repair/Replacement Date

5/26/10 Sending ARS.cm 6/23/10 Per Ilion inspection, trigger set screws altered. Will follow down. Bolt stop binds. Replace TPA, check over, clean at 1/2 normal charges, function test.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/22/2010
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 308 WIN
	Date Code		DO
	Bore Plugged	False	
	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; Not 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	METAL AND STK PAINTED
	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---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED

### Repair Inquiry

Repair Number: **RE00197607**    Serial: 06813279 Model 700: Cental Fire Caliber 908 WIN Produced: 09/21/1994    Repairment Status: **Repairing 6/22/2010 8:23:48 AM**

Verify Repair:     Received From:     Return To:     Received From:

Name: **DEPUTY KEITH WALTZ**    **DEPUTY KEITH WALTZ**

Address 1: **LAPORTE COUNTY SHERIFFS OFFICE**    **LAPORTE COUNTY SHERIFFS OFFICE**

Address 2: **809 STATE STREET**    PO Box:    **809 STATE STREET**    PO Box:

City: **LAPORTE**    **LAPORTE**

State: **IN**    Zip Code: **46350**    Country: **US**    State: **IN**    Zip Code: **46350**    Country: **US**

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
6/21/2010 11:45	New	valentds	Repair Added	Repairing
6/21/2010 11:47	Expedite	valentds	From Check In	6/22/2010 8:23:48 AM
6/21/2010 11:48	Update	valentds	Repair information change	valentds
6/21/2010 12:05	EmailSent	AmEmail	Repair Received	Repair Bench
6/21/2010 12:05	EmailVerified	AmEmail	Receipt	Repair Location
6/22/2010 8:23:4	Maint	Travisbw	Repair Maintenance	IN
				Current Location
				IN
				Transfer Number

Shipping Hold     Interface Hold     Estimate Sent     Parts Received     Passed Inspection     Return As Received     Has been Approved     Internal Repair

Repair Search    Refresh    Close

6/23/10  
 Mailed estimate.  
 cm

RECEIVED  
 JUN 23 2010

BY:.....

4586

DO 9/94  
26"  
3#  
1014

May 26, 2010

Keith Waltz  
LaPorte County Sheriff's Office  
809 State St.  
LaPorte, IN 46350

Subject: Case 4586, Model 700

Dear Mr. Waltz,

I am sorry to learn of the incident with your Remington Model 700. Enclosed is a UPS prepaid shipping label for shipment of the firearm to our factory. Please include the enclosed 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 "Supry".

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  
E-mail: [christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

D6813279

Model: 700



RE00197607

Trig. set screws altered.  
will follow down. Bolt stop  
birds. Replace TPA, check  
over, clean at 1/2 normal  
changes, function test.

Quote

Print

Reset

<b>Model</b> Number: 700 PSS		<b>Serial</b> Number: 06813279	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: LaPorte County Sheriff Office <del>CAPT. REITER</del> DER KEITH WALTZ		Date of Purchase: 1994 ?	
Address (no PO Boxes): 809 State Street			
City: LaPorte		State: IN	Zip: 46350
Phone (Daytime): 219-326-7700		Fax:	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) kwaltz@lcsso.in.gov			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<p><b>Please describe your problem and date of occurrence:</b></p> <p>On May 20, 2010 during Emergency Responce Team Sniper Training one round discharged immediately when the bolt was closed. The rifle was immediately taken off line. When the bolt is worked up and down the firing pig goes forward and back with the bolt does not lock back every time. It seems the triger pull gets lighter and harder on it's own.</p>			
157 characters left			
<b>Ammunition Information:</b>			
Manufacturer: Federal		Type: NEW Match BTHP	
Other (i.e. bullet weight/type, shot size, powder): 168 Grain Hollow Point			
<b>Handload Information:</b>			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Reference Remington 700 PSS Serial #D6813279  
Case #4586

Please return rifle to: Deputy /Armorer Keith Waltz  
LaPorte County Sheriffs Office  
809 State Street, LaPorte Indiana 46350

So payment can be arranged, please contact Captain  
George Ritter at 219-326-7700 Ext. 2312 or, mail the  
estimate to: Captain George Ritter Deputy/Armorer Keith  
Waltz LaPorte County Sheriffs Office, 809 State Street,  
LaPorte Indiana 46350

Case #	4586	Date of Call	5/26/10	Date of Incident		PreLit		Lit		Obs	
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<b>Reporter</b>		<b>Incident</b>	
name		Name/Age	Keith Waltz Laporte <sup>Ch</sup>
address		address	809 state st Laporte IN 46350
contact #'s		contact #'s	219-363-0136
email		email	

S.O.

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700	D6813279		<sup>1994</sup> <del>1995</del>	Y				

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes:	<p>push bolt forward it will fire. dept issued-</p>
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Customer's Request	
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My actions/offers	ARS
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May 26, 2010

Keith Waltz  
LaPorte County Sheriff's Office  
809 State St.  
LaPorte, IN 46350

Subject: Case 4586, Model 700

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Sincerely,

Christy Mitchell  
Consumer Affairs Administrator

Phone: 800-243-9700 ext 8684  
E-mail: [christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

enclosure



www.remington.com

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

### ARS LABEL REQUEST FORM

DATE:	5/26/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE</b>			
MEDIA COORDINATOR TO MAIL	I WILL MAIL	xx	
DESCRIPTION: 700 D6813279			

### LABEL INFORMATION

MAIL LABEL TO:	LaPorte Cty Sheriff's Office Attn: Keith Waltz 809 State St LaPorte, IN 46350
RETURN ITEM TO:	Rem Product Service

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

4XX596                    MAY 26, 2010                    ALL CURR USD                    1 OF 1  
SERVICE GNDCOM                    ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066612601  
REF 1:LAPORTE CSO/KEITH WALTZ/CD/CM  
REF 2:REF#700/D6813279

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs:                    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