

Remington Arms Co., Inc.
Product Service
Legal Case #:5423

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217968	1/7/2011	12/14/2010	1/10/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Steven	Ventidique	323 Ridgemont Ave	San Antonio	TX	78209		H 210-373-9368

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired on bolt closing Concern:1008 Fired on Bolt Closing			
C				

12/14/10 Per call from Steven, he has a 700 that he bought new from a gunshow. Initially he was having trouble putting the round in battery, the bolt would stiffen when trying to close the bolt down. Later he had it fire on closing the bolt after forcing the bolt down.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 WIN	84206	G6852402	CD	4/22/2009 1:14:15 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
8/1/2009	ELLETT BROTHERS, LLC		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, check, repair as needed, clean, test at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	27.78	1/19/2011				

12/14/10 Mailing ARS.cm 1/19/11 Per Ilion, could not duplicate concern. Trigger assm functions as designed. Check over completely, repair as needed, clean and test fire at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/10/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 223 REM HB
	Date Code		CD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Slightly Worn; Functioning	BRASS BUILD UP AROUND EXT
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	SMALL BRASS CHIPS AROUND EXTRACTOR
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

5123

20
604/09
3.54
.013

December 14, 2010

Steven Ventidique
323 Ridgemont Ave
San Antonio, TX 78209

Subject: #5423, Model 700

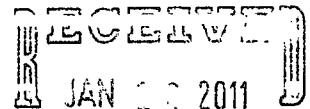
Dear Mr. Ventidique,

Thank you for your patience. Enclosed is a UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. 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 a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com



BY:.....

Serial Number:

G6852402

Model: 700



RE00217968

could not duplicate concern
T.A. functions as designed.
check over completely, repair
as needed, clean + test fire
AT 14/c
warranty

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

From: Steven G. Venticinque, M.D.
323 Ridgemont Ave
San Antonio, TX
78209
210.373.9368
venticinque@uthscsa.edu

Subject: Problem with my Remington 700 SPS tactical .223

To whom it may concern,

On 8/1/2009 I purchased a Remington 700 SPS Tactical chambered in .223 Remington:

Serial #: G6852402

Upon bringing it out to the range last spring I noted that it was extremely difficult to chamber rounds. The bolt would initially advance smoothly, but the final millimeter or so, including the process of throwing the bolt over to the right into the locked position, is unusually difficult to do. I have to push the bolt down extremely hard in order for it to lock into place. I first thought this was a break-in issue, but it was clearly not the case. Of note, I have tried only factory ammunition which was Winchester, Federal, or Hornaday.

On a more ominous note, the second time I brought the gun to the range it fired as I was attempting to chamber a round. I was advancing the bolt and pushing it down to fully chamber the round and was having the same difficulty that I described above, and the gun fired. Fortunately, the rifle was pointed down range. I am fairly certain that at that time I had my left hand on stock and my right hand on the bolt. After that event I set the gun aside and have not fired it since.

Thank you for addressing the issue.

Best regards,


Steven G. Venticinque, MD

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

Model Number: 700 SPSTACTICAL .223		Serial Number: G-6852402	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: STEVEN VENTICINQUE		Date of Purchase: 8/01/2009	
Address (no PO Boxes): 323 Ridgmont Ave			
City: San Antonio		State: TX	Zip: 78209
Phone (Daytime): 2103739368		Fax:	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) venticinque@uthscsa.edu			
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: See attached letter			
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:	

237548

TRADE

CUSTOMER'S ORDER NO. 37-36-1		DEPARTMENT		DATE 8-1-09	
NAME Steven Gregory Verticinque					
ADDRESS					
CITY, STATE, ZIP					
SOLD BY		CASH	C.O.D.	CHARGE	ON ACCT.
		MOSE RETD		PAID OUT	
QUANTITY	DESCRIPTION			PRICE	AMOUNT
1	1	Remington 700			NC
2		SPS 223			
3					
4		SN: G6852402			
5					
6					
7					
8					
9					
10					
11	1	Remington 700			
12		VTR 223			
13		SN: G6790842			
14					
15					
16					
17					
18		TAX			NC
19					
20		TOTAL			NC
RECEIVED BY					

edams
5805

KEEP THIS SLIP FOR REFERENCE

San Antonio



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/20/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: G6852402 700			

LABEL INFORMATION

MAIL LABEL TO:	Steven Ventidique 323 Ridgemont Ave San Antonio, TX 78209
RETURN ITEM TO:	Rem Prod Service

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

4XX596 DEC 20, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066003877
REF 1: STEVEN VENTIDIQUE/CD/CM
REF 2: 700/G6852402

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
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 10.59	PUB+HANDLING	10.59

