

Remington Arms Co., Inc.
Product Service
Legal Case #:5535

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220240	1/21/2011	1/4/2011	1/24/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		William	Benfield	1904 Hwy 29	Brooklyn	MS	39425		H 601-598-2558

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
P1				
PD				
S	Fired when opening bolt	Cause:4038 Could Not Duplicate Concern Concern:1020 Fired on Bolt Opening		Unknown
C				

1/4/11 Per email from K. Dye/M. Johnson, Benfield left a voice message at the Custom Shop stating that the safety was stuck at the range and it fired when he opened the bolt. I called Benfield today and he said that after it happened he took it apart and cleaned it but wants us to look at it.on

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6729603	AY	1/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
	WEST TEX WHLSE ABILENE TX	SCOPE BASE,BOTTOM HALF RINGS	N			

CONCERN:FBO

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, test fire under BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	42.81	1/25/2011				

1/4/11 Mailing ARS and box.cm 1/25/11 Per Ilion, could not duplicate concern. Trigger assm dirty. Replace TPA, clean, test fire under BLSM program price of \$20 + S&H. Benfield approved repair.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/24/2011

Examination	Product Type	RF
	Action Type	A
	Assigned To	T.NAGLE
Cause	4038	Could Not Duplicate Concern
Barrel	Description	22" 270 WIN
	Date Code	AY
	Bore Plugged	False
	Bulged	False
	Fired	False
	Fired while Obstructed	
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning
	Firing Pin	Slightly Worn; Functioning
	Shroud	Slightly Worn; Functioning
	Face	Slightly Worn; Functioning
	Handle	Slightly Worn; Functioning
Extractor	Stop	Slightly Worn; Functioning
	Condition	Slightly Worn; Functioning
	Cut Condition	Slightly Worn; Functioning
Locking	Ext/Eject Test	False
	Block Condition	---Select---
	Lug Condition	Slightly Worn; Functioning
Overall	Notch Condition	---Select---
	Exterior Condition	Slightly Worn; Functioning
	Stock Condition	Slightly Worn; Functioning
Receiver	Fore End Condition	---Select---
	Condition	Slightly Worn; Functioning
Safety	Bulged	False
	Description	M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning
Sear	Sub-Assembly	Non-ISS
	Lift	---Select---
Feeding Test	Notch	Slightly Worn; Functioning
	Tests	Test Fired
Trigger		False
	Condition	Slightly Worn; Functioning
	Pull	---Select---
	Altered	False
Non-Remington Components	Sub-Assembly	M/700 Bolt Lock
	Description	SCOPE BASE,BOTTOM HALF RINGS

Remington.

22"
A-43/61
6.5#
1009

5535

January 4, 2011

William Benfield
1904 Hwy 29
Brooklyn, MS 39425

Subject: #5535, Model 700

Dear Mr. Benfield,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping labels 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 boxes 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

50.46
27.-
35.-
82.46
- 39.59
42.87

RECEIVED
JAN 25 2011

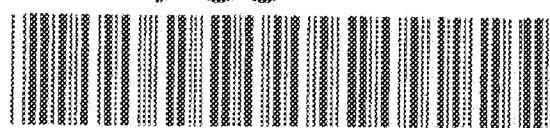
BY:

could not duplicate concern
T.A. dirty. replace TPA clean
+ test fire under BCP Ron
\$20.00 + ship
Quote

Serial Number

6729603

Model: 700



RE00220240

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

PS 15854

Remington .270 Model 700

ser # 6729603

W. Benfield

1904 Hwy 29

Brooklyn, Ms. 39425

Bought this gun in 80s from friend
for \$120 & money goat. Put a Redfield
scope on it & removed iron sights.

Hunted it lightly as it was pretty heavy.

Shot it mostly every year to check
sights before deer season. Never any
troubles but I always disliked the
safety - have to put it on 'fire' before
unloading.

Before Christmas 2010, was at local
shooting range with 2 friends to sight
in.

Loaded 2 bullets in, shot 1 OK.
Put safety back on, talked a lil bit &
was going to shoot again. Put on 'fire',
stopped & was going to put on 'safe' to
talk and safety switch would not go
back on 'safe'. Told friends I had a
problem & pointed gun up in air. Another
man was sitting to my right & I told
everyone "watch out - a problem". Tried
to move safety back to safe - would not
go - tried repeatedly. Finally decided to
unload. As I moved the bolt up to unload
she fired! Scared the crap out of me & the
man on my right looked at me real funny.

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

Model Number: 700		Serial Number: 6729603	
Are you the original owner? ☐ YES ☒ NO			
Name: W. Benfield		Date of Purchase:	
Address (no PO Boxes): 1904 Hwy 29			
City: Brooklyn, Ms.		State:	Zip: 39425
Phone (Daytime): 601 598 2558		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 Remington.			
Please describe your problem and date of occurrence:			
safety on 'fire', would not go to 'safe' finally went to unload, pointing up, moved bolt up - she fired! see attached letter Thanks, B.a			
500 characters left			
Ammunition Information:			
Manufacturer: Various		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: N/A		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

I then unloaded empty brass and after several tries safety switch was working OK. Snapped it several times & moved safety back & forth - seemed OK.

Later (15 min.?) I loaded 1 more bullet in - it worked OK - and fired - OK.

2 days later, I removed barrel assembly from stock. Every thing looked fine on safety assembly. Cleaned lightly with clean rag & oiled well. Put back together. Haven't shot since.

Read on internet about Model 700 possible problems with Walker trigger & decided to call Remington for possible solution. Hope y'all ~~can~~ can find problem & solve as it's a pretty good gun.

Thanks for the help.

W. Benfield
1904 Hwy 29
Brooklyn, Ms.
39425

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	M19C.
How often do you clean the bore? (Months or Number of rounds)	approx 2 yrs.
How often do you clean the action? (Months or Number of rounds)	1/ year
How often do you clean the trigger assembly? (Months or Number of rounds)	never (except after incident)
Brand of lubricant used:	3 in 1 oil
How often do you lubricate the bore? (Months or Number of rounds)	1 year
How often do you lubricate the action? (Months or Number of rounds)	1 year
How often do you lubricate the trigger assembly? (Months or Number of rounds)	never
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?	
Never	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illon, 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 return address will be refused.	

Mitchell, Christy

From: Johnson, Mark
Sent: Tuesday, January 04, 2011 12:34 PM
To: Stegall, Ron; Irving, Jesse; Mitchell, Christy; Williams, Travis S.
Cc: Sykes, David
Subject: Please Call

Christy,

Looks like we have an FSR here, do you want to give him a call or would you like one of us to?

From: Dye, Keith
Sent: Monday, January 03, 2011 9:34 AM
To: Johnson, Mark
Subject: New Year same routine...

Ron, Brian Woody @ 865-376-2659 bought Wal-Mart gun for a present and it fell apart
J.B. Christopher LaMay @ 603-817-6546 Wingmaster has a cracked stock and would like to replace with original stock
Christy? William Benfield @ 601-598-2558 trigger issues, safe stuck at range and fired when he opened bolt.
Travis: 815-568-5360 M700 VTR would like a clip conversion kit for it.

Respectfully,
Keith Dye / Custom Shop Correspondent
Remington Arms Company Inc.
14 Hoefler Ave.
Ilion, N.Y. 13357
Phone : 315-895-3288
Fax : 315-895-3613

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets |
Advanced Armament Corp | Mountain Khakis | EOTAC | Dakota Arms | Parker Gun

Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/4/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 700 6729603			

LABEL INFORMATION

MAIL LABEL TO:	William Benfield 1904 Hwy 29 Brooklyn, MS 39425
RETURN ITEM TO:	Rem Product Service

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

4XY596 JAN 5, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065692196
REF 1: WILLIAM BENFIELD/CD/CH
REF 2: 700/6729603
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
BY 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 9.49 PUB+HANDLING SP 0.00
9.49

QUOTATION

Parts/Repairs
Fax

800-243-9700
336-548-7801

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700

www.remington.com info@remington.com

ESTIMATING

REPORT

OK to Remington Arms
Attn: Christy Mitchell

~~ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS~~

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00220240 Account # - R-	Description/Serial Number 6729603	Date Received - 1/23/2011 Estimate Date - 1/25/2011 Current Date - 1/27/2011
Customer WILLIAM BENFIELD 1904 HWY 29 BROOKLYN, MS 39425 US Phone (H) (601)-598-2558 Phone (W)	Return To WILLIAM BENFIELD 1904 HWY 29 BROOKLYN, MS 39425 US Fax Email	

Please Circle One
VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
PO Number _____
Daytime Phone (_____) _____ Time To Call _____ Open Acct. R _____
Approval: Customer Signature _____ Date _____
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
Notice: We process checks electronically through Check 21

Reported		Problems Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments

Problem/Notes could not duplicate concern.trigger assm dirty.replace trigger plate assm, clean and test fire under bolt lock program for \$20.00 + shipping

Estimates *G.O.D./Shipping and Handling Charges are NOT Included in this Quote							
Material #	Material Description	Qty	Warranty Y/N	Price/ Unit	Discount Percent	Extended Amt	
Part							
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	Y	\$94.00	0%	\$0.00	
Service							
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00	
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00	
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00	
Sub Total:						\$37.00	
Est. Sales Tax:						\$2.59	
Grand Total:						\$39.59	

OVER please!

OVER please!

