

Remington Arms Co., Inc.
Product Service
Legal Case #:5467

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219516	1/18/2011	12/20/2010	1/19/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kevin	Berg	3503 Lowell Rd	Alpena	MI	49707		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Cause:4039	No Fault Found			
PD				
S had a misfire	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C				

12/20/10 Per email sent to Remington.com, incid # 101128-000089, "I had a misfire on my Remington 700. The gun was purchased in 1975. I took the bolt apart and found a small piece of metal inside the bolt body. The metal sticks to a magnet so its not brass. Is this an indication of a possible failure. Shoud I get the bolt body inspected. I couldn't see any obvious flaws in the firing pin and spring assembly."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/3006 SPR	n/a	6814437 AZ	3/1/1975
Date Purchased	Where Purchased	Accessories	Original Owner		
	OUTDOOR SPTS HQ DAYTON OHIO	TWO PIECE BASE,TIMNEY TPA	U		

CONCERN:METAL PIECE FOUND IN BOLT

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, test fire, clean						
	Repair/Replacement Cost	Repair/Replacement Date				

12/20/10 Mailing ARS.cm 1/30/11 Per Ilion, check rifle over completely. Could find no faults. The piece of metal appears to be a soft metal left over from a milling cut or from a pierced primer. Will send for test firing with one of our TPA's installed just for test.cm 2/2/11 Emailed inspect/quote to Berg.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/19/2011

Examination	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4039	No Fault Found	THE PIECE OF METAL APPEARS TO BE A BURR LEFT OVER FROM A MILLING CUT OR FROM A PIERCED PRIMER.
Barrel	Description	22" 3006 SPR	
	Date Code	AZ	
	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; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	HEADSPACE IS OKAY
	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	NOT OF REM MFG	
	Function	---Select---	
Sear	Lift	---Select---	N/A
	Notch	---Select---	N/A
Feeding Test	Tests	Test Fired	False
		False	
	Condition	---Select---	NOT OF REM MFG

Trigger	Pull	---Select---
	Altered	False
Non-Remington Components	Description	TWO PIECE BASE,TIMNEY TPA

Remington®

22"
A23/75
-22

5467

December 20, 2010

Kevin Berg
3503 Lowell Rd
Alpena, MI 49707

Subject: #5467, Model 700

Dear Mr. Berg,

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

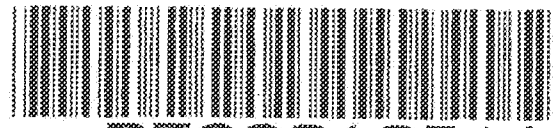
RECEIVED
JAN 20 2011

BY: _____

Serial Number:

6814437

Model: 700



RE00219516

check rifle over completely.
could find no faults. The
piece of metal appears to be a
soft metal, a left over piece
from a milling cut not removed.
or from a piece of metal.
will send for test firing with
SLAVE TPA.

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

Model Number: <u>Rem 700 BDL</u>		Serial Number: <u>6814437</u>	
Are you the original owner? ☒ YES ☐ NO			
Name: <u>Kevin Berg</u>		Date of Purchase: <u>1975</u>	
Address (no PO Boxes): <u>3503 Lowell rd.</u>			
City: <u>Alpena</u>	State: <u>MI</u>	Zip: <u>49707</u>	
Phone (Daytime): <u>989-356-3439</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>justtogetstuff@yahoo.com</u>			
E-mail Address: <u></u>			
☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
I had a misfire during a hunt. I took the bolt apart and found a small piece of metal inside the bolt body. I was concerned that this could be an indication of a possible failure. I couldn't see any obvious flaws in the firing pin and spring assembly. The metal was lodged in the firing pin hole on the inside of the bolt. The small piece of metal that was found is in the plastic container alongside the rifle.			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>corelock 150 psp</u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppe's #9 and Hoppe's #9 Birchwood casehardener
How often do you clean the bore? (Months or Number of rounds)	After every deer season 1/year
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)	never
Brand of lubricant used:	Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	After I clean it 1/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)	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 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 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.	

5467

Reference #
101128-000089

Status
Waiting

Assigned To
Administrators
Christy -

Product
Firearms
Centerfire Rifles

SLA
Not specified

Queue
CSR

metal in bolt body

Discussion Thread

Response (Christy -)

12/20/2010 11:03 AM

Mr. Berg, we will need to inspect the rifle and test fire it so send the rifle complete, except for your scope and sling. You should receive the prepaid label by the end of this week or first of next week due to Christmas.

Customer (Kevin Berg)

12/15/2010 08:11 PM

My mailing address is
Kevin Berg
3503 Lowell Rd.
Alpena, MI 49707
Do I need to send in the entire rifle or just the bolt?
Kevin Berg

— On Tue, 12/7/10, Remington Information wrote:

From: Remington Information
Subject: metal in bolt body [Incident: 101128-000089]
To: justtogetstuff@yahoo.com
Date: Tuesday, December 7, 2010, 9:48 PM

Response (Christy -)

12/07/2010 09:48 PM

Mr. Berg, I apologize for the delay in responding. We can inspect the rifle at the factory to determine if there are any broken or worn parts. Forward your mailing address and I can send a prepaid shipping label to cover shipment to our factory for inspection.

Sincerely,
Christy Mitchell

Customer (Kevin Berg)

11/28/2010 08:37 PM

I had a misfire on my Remington 700. The gun was purchased in 1975. I took the bolt apart and found a small piece of metal inside the bolt body. The metal sticks to a magnet so its not brass. Is this an indication of a possible failure. Should I get the bolt body inspected. I couldn't see any obvious flaws in the firing pin and spring assembly. Thank you.
Kevin Berg

Primary Contact

First Name: Kevin
Last Name: Berg
Organization:
Login: justtogetstuff@yahoo.com
Title:
Contact Type:
Email: justtogetstuff@yahoo.com
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information



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: 700			

LABEL INFORMATION

MAIL LABEL TO:	Kevin Berg 3503 Lowell rd. Alpena, MI. 49707
RETURN ITEM TO:	Rem Prod Service

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

4XXS9B DEC 31, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING 124XXS9B90B523902E
REF 1:KEVIN BERG/CD/CM
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00
DC 0.00 DGD 0.00
AM 0.00 PR 0.00
TOT PUB CHG 8.24

SVC T/P USD
RS 0.50
SD 0.00
SP 0.00
PUB+HANDLING 8.24