

Remington Arms Co., Inc.
Product Service
Legal Case #:5621

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220941	1/27/2011	1/11/2011					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Antonio	Briseno	155 Catherine Ln	Brownsville	TX	78520		H 956-371-4922 E amonio.briseno@utb.edu

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD damaged friends truck	Cause:4035 AFT MKT TRIGGER ASSM			
S Fired on safety release	Concern:1007 Fired on Safe Release		Unknown	
C				

1/11/11 Per email sent to Remington.com, incid # 101230-000034, "I own a Remington 700 model 270 rifle. In 2004, while on a hunting trip, as I was about to unload my rifle, it went off by itself as I placed it on fire in order to pull back the bolt. It cause considerable damage to my friend's truck. I did not think too much of it thinking there was something wrong with the trigger. I proceeded to change the trigger mechanism. The rifle was fine until Tuesday, December 27, 2010 when, as I was unloading my rifle, it went off again. Fortunately no one was hurt, but this is something that I am very concerned about. It was suggested that I change the mechanism so that I do not have to place the rifle on fire mode before I pull the bolt. I also own a Remington 243 700 model and I am really concerned."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/270 WIN	n/a	A6363245	EI	10/28/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	DEL MAR CORPUS CHRISTI TX	TWO PIECE BASE,TPA	U			

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 flion, replace TPA, clean, test at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

1/12/11 Mailing ARS.cm 2/4/11 Per flion, Trigger assm not Remington. Can offer to replace with a new X-Mark Pro Trigger, clean, test fire at 1/2 normal cost and return Timney TPA.cm 2/4/11 Left voice message for Antonio to call me. May offer the BLSM program price.cm

Examination[Remington/CF/BA]

2/4 Approved
4465-4201-0639-1385 1/12

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/28/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4035	AFT MKT TRIGGER ASSM	TIMNEY TPA
	Description		22" 270 WIN
	Date Code		EI

Barrel	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---	
	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		BOLT LOCK SAFETY
	Function	---Select---	
Sear	Lift	---Select---	.004
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	---Select---	NOT OF REM MFG
	Pull	---Select---	
	Altered	False	
	Sub-Assembly	Non-Remington	
Non-Remington Components	Description		TWO PIECE BASE,TPA

Remington.

X

5621

January 12, 2011

22"
E I 10/7
35#
004

Antonio Briseno
155 Catherine Ln
Brownsville, TX 78520

Subject: #5621, Model 700

Dear Mr. Briseno,

Thank you for your patience. Enclosed is the 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 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

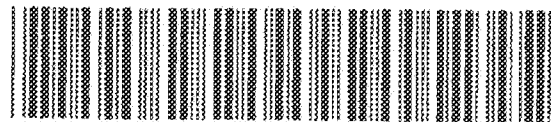
RECEIVED
FEB 01 2011

BY:

Serial Number

A6363245

Model: 700



RE00220941

T.A. Not Rem mfg. can offer
to replace w/ a new xmp TPA,
clean + test fire at 1/2 normal
cost. Ret. Timely TPA.

Amole

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

PS 16017

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

Model Number: <u>Remington 700 model</u>		Serial Number: <u>A6363245</u>	
Are you the original owner? ☒ YES ☐ NO			
Name: <u>Antonio Brisen</u>		Date of Purchase: <u>Oct. 1978</u>	
Address (no PO Boxes): <u>155 Catherine Ln</u>			
City: <u>Brownsville</u>		State: <u>Tx</u>	Zip: <u>78620</u>
Phone (Daytime): <u>956 371 4922</u>		Fax: <u>956-882-3808</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Antonio.brisen@UTB.edu</u>			
E-mail Address: <u>game</u>			
☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
The first time this rifle went off while I was about to unload was in Dec. of 2004. The incident got me to take the rifle to a gunsmith who changed the trigger. It worked well up until this past Dec. 27th. While trying to unload, since I have to engage the fire lever in order to pull the bolt back, the rifle went off again.			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Express Corp-LokT</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>130-grain, 270</u>			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppe's Lubrication Oil
How often do you clean the bore? (Months or Number of rounds)	2 times per year before/after hunting season
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)	Same
Brand of lubricant used:	Same as above
How often do you lubricate the bore? (Months or Number of rounds)	Same as above
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)	Same
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?	
Chuck Gunsmith in Brownsville, Tx.	
What were the services performed?	
Trigger Replacement	
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.	
1: Record the serial number of your firearm before sending it. 2: 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.) 3: Remove all accessories from your firearm to prevent loss or damage. 4: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.	

Reference #
101230-000034
Status
Updated
Assigned To
Administrators
Christy -
Product
Ammunition
SLA
Not specified
Queue
CSR
Date Created
12/30/2010 10:56 AM
Initial Response
01/11/2011 04:29 PM
Last Updated
01/11/2011 05:57 PM
Customer SmartSense
-1 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

700 model problems

Discussion Thread

Customer (Antonio Briseno)

01/11/2011 05:57 PM

My address is 155 Catherine Ln, Brownsville, Texas 78520

From: Remington Information [info@remington.com]

Sent: Tuesday, January 11, 2011 3:29 PM

To: Antonio Briseno

Subject: 700 model problems [Incident: 101230-000034]

Response (Christy -)

01/11/2011 04:29 PM

Mr. Briseno, I apologize for the long delay in responding. I can send you a prepaid shipping label to cover shipment to our factory. Please forward the address I can mail the label to if different from the following and the serial number of the rifle. After inspection we would contact you or send you information regarding the findings and resolution.

Customer (Antonio Briseno)

12/30/2010 10:56 AM

Dear Sir,

I own a Remington 700 model 270 rifle. In 2004, while on a hunting trip, as I was about to unload my rifle, it went off by itself as I placed it on fire in order to pull back the bolt. It cause considerable damage to my friend's truck. I did not think too much of it thinking there was something wrong with the trigger. I proceeded to change the trigger mechanism. The rifle was fine until Tuesday, December 27, 2010 when, as I was unloading my rifle, it went off again. Fortunately no one was hurt, but this is something that I am very concerned about. It was suggested that I change the mechanism so that I do not have to place the rifle on fire mode before I pull the bolt. I also own a Remington 243 700 model and I am really concerned.

Please advise,
Antonio Briseno

Primary Contact

First Name: Antonio

Last Name: Briseno

Organization:

Login: antonio.briseno@utb.edu

Title:

Contact Type:

Email: antonio.briseno@utb.edu

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:	1/12/2011	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:	Antonio Briseno 155 Catherine Ln Brownsville, TX 78520
RETURN ITEM TO:	Rem Prod Service

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

4YX596 JAN 12, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067397647
REF 1: ANTONIO BRISENO/CO/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: 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 11.23 PUB+HANDLING 11.23

