

Remington Arms Co., Inc.
Product Service
Legal Case #:5922

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225138	3/7/2011	2/22/2011	3/8/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert H	Burns Jr	972 Stoney Brook Rd	Tarrytown	GA	30470		C 478-278-9983

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S Delays firing	Concern:1023 Delayed Firing - Firearms			
C				

2/22/11 Per call from Burns, he hunts out of a tower stand, he will bring the rifle up to target, ease the trigger and it acts like the safety is on so he'll begin to pull the rifle back into the stand and it fires. It doesn't always happen just on some occasions. A friend has looked at it thinking it was gummed up but did not see any problems.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6498423	ED	10/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	BEIKIRCH AMMO ROCHESTER NY	TWO PIECE BASE,MUZZLE BRAKE	N			

CONCERN: DELAYED FIRING

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, can offer to replace TPA, clean and test fire at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

2/22/11 Mailing ARS.cm 3/15/11 Per Ilion, could not duplicate concern. Trigger assem sticky, parts bind and work sluggish. Can offer to replace TPA, clean and test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/8/2011
	Product Type		RF
	Action Type		A

	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	22" 270 WIN APT MKT M3	
	Date Code	ED	
	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 SAFETY	
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	010
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	PARTS STICKY AND WORK SLUGGISH SEAR WILL BIND
	Pull	---Select---	6#

	Altered	False
	Sub-Assembly	M/700 Non-Bolt Lock
Non-Remington Components	Description	TWO PIECE BASE,MUZZLE BRAKE

5922

2211
ED10/8
62
010

February 22, 2011

Robert H Burns, Jr
972 Stoney Brook Rd
Tarrytown, GA 30470

Subject: #5922, Model 700

Dear Mr. Burns,

Per our phone conversation, enclosed is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. 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 as a loyal Remington customer.

Sincerely,

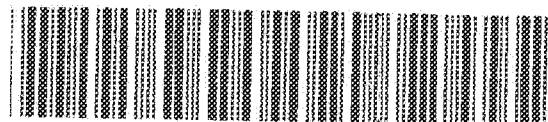
Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
MAR 10 2011
BY:

enclosure

B6498423

Model: 700



RE00225138

could not duplicate concern
T.A. sticky, parts BIND +
work sluggish can often
to replace TPA, clean +
test fire at 1/2 normal
cost.

Quote

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

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

Model Number:	700 / 270WIN	Serial Number:	B 6498423
Are you the original owner? ☐ YES ☒ NO			
Name:		Date of Purchase:	
Robert H. Burns Jr.		?	
Address (no PO Boxes):			
972 Stony Brooke Rd.			
City:	Tarrytown	State:	Georgia
Zip:	30470		
Phone (Daytime):	478-278-9983	Fax:	478-994-2208 Office
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
BParrybabies@gmail.com			
E-mail Address:			
☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
The rifle will seem like it is on safety when you try to shoot it. After you clear the trigger housing to pull the gun back into the blind it will go off. I have broke it down to see if it was gunned up and cleaned it, but it still does it. It has happened on many occasions and now I'm scared of it, I take a lot of kids hunting and I wouldn't want anything to happen.			
500 characters left			
Feel Free to Call 478-278-9983			
Ammunition Information:			
Manufacturer:		Type:	
Remington & Reloading		Hollow Point & Soft Tip	
Other (i.e. bullet weight/type, shot size, powder):			
130 grain, 4350 Powder			
55.5 Weight 3134 FPS			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
		8 1/2 120	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	WD-40
How often do you clean the bore? (Months or Number of rounds)	Box of Shells
How often do you clean the action? (Months or Number of rounds)	Depend on Hunting Cond.
How often do you clean the trigger assembly? (Months or Number of rounds)	Depend on Hunting Cond.
Brand of lubricant used:	Rem Oil
How often do you lubricate the bore? (Months or Number of rounds)	Box of Shells
How often do you lubricate the action? (Months or Number of rounds)	1-2 a Month
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1-2 a Month
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?	
2009 Hunting Season	
What were the services performed?	
To Check this Problem	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, 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.	
- o Record the serial number of your firearm before sending it. - o 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.) - o Remove all accessories from your firearm to prevent loss or damage. - o Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.	

Case #	5922	Date of Call	3/22/11	Date of Incident		PreLit		Lit		Obs	
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Reporter name	Robert H. Burnett Jr.	Incident Name/Age	
Reporter address	972 Stony Brook Rd	Incident address	
Reporter contact #'s	Tarrytown GA 30470	Incident contact #'s	
Reporter email		Incident email	

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	n/a	270		N				

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

Other Product	
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Notes:	Hunt out of tower stand bring rifle up ease trigger & it acts like its on safety won't move, start to bring it back in & it will fire Friend looked @ it & he thought it might be jammed up but didn't see any problems
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Customer's Request	
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My actions/offers	
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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/22/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
RELEASE CHECK ONE: ☒ MEDIA COORDINATOR TO MAIL	I WILL MAIL ☒ XX		
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Robert H Burns, Jr 972 Stoney Brook Rd Tarrytown, GA 30470
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 FEB 23, 2011 ALL CURR USD 1 OF 1
SVC GNDCCM ACT WT 10.0 LBS
TRACKING# 124XX5969065257078
REF 1: ROBERT BURNS. KR/CD/CM
REF 2: 700

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 3.00	COD 0.00	RS 0.50
DC 3.00	DGD 0.00	SD 0.00
AM 3.00	PR 0.00	SP 0.00
TOT PUB CHG 9.40	PUB+HANDLING	9.40



186498423
Lot 103
8500225139

JB6498423

Model: 700



RE00225138

