

Remington Arms Co., Inc.
Product Service
Legal Case #:5538

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221963	2/4/2011	1/4/2011	2/7/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Daniel	Decker	184 Shafer Rd.	Moon Twp.	PA	15108		H 412-299-6817

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C	Unexplained discharge			

1/4/11: Customer called in. He stated years ago he was hunting with his uncle & as he handed the gun to his uncle it fired. He is not sure what happened. No damage, No injury. He stated that he saw something on the internet stating that we had a recall on the Model 700. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6384860	CC	4/23/1982
Date Purchased	Where Purchased	Accessories	Original Owner			
	OSCAR ROBBINS PITTSBURGH PA	TWO PIECE BAASE,BOTTOM HALF RINGS	Y			

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 Ilion - Quote to repair						
	Repair/Replacement Cost	Repair/Replacement Date				

1/4/11: Sending ARS, ltr, form. df 2/16/11: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test fire @ 1/2 normal cost - quote. Customer apprvd repair & pd. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/7/2011
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		CC
	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	ACTION COVER WITH THIN LAYER OF GREASE. COULD MAKE PARTS SLUGGISH IN COLD
	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--	012
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
	Condition	Slightly Worn;	COVERED IN GREASE

Trigger		Functioning	
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BAASE,BOTTOM HALF RINGS

22"
CC 4/82
6.5
1012

5538

COPY

January 4, 2011

Daniel Decker
184 Shafer Rd.
Moon Twp., PA 15108
Ph: 412-299-6817

B6384860
Model: 700



RE00221963

Ref: # 5538

Dear Mr. Decker,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

RECEIVED
FEB 10 2011

BY:

enclosure

MODEL 700 / .270 CAL
SER # B6384860

could not duplicate come R.N.
CAN offer to replace TPA, CUAN
& POST fix 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

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>B 6384860</u>	
Are you the original owner?: ☒ YES ☐ NO <u>PARENTS TO ME</u>			
Name: <u>DANIEL DECKER</u>		Date of Purchase: <u>7-82 ? I THINK</u>	
Address (no PO Boxes): <u>184 SHAFER RD</u>			
City: <u>MOON TOWNSHIP</u>		State: <u>PA</u>	Zip: <u>15108</u>
Phone (Daytime): <u>412 299-6817</u>		Fax: <u></u>	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) <u></u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>NOT SURE OF DATE. FIREARM WHEN SWITCHED FROM SAFE - FIRE. FIRED WITHOUT A FINGER ON TRIGGER.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>REM CORE-LOKT</u>		Type: <u>130 GR</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): <u></u>			

Brand of cleaning solution used:	REM OIL
How often do you clean the bore? (Months or Number of rounds)	5 ROUNDS - AFTER HUNTING
How often do you clean the action? (Months or Number of rounds)	AFTER HUNTING 0-5 ROUNDS
How often do you clean the trigger assembly? (Months or Number of rounds)	AFTER HUNT
Brand of lubricant used:	REM OIL
How often do you lubricate the bore? (Months or Number of rounds)	AFTER HUNT
How often do you lubricate the action? (Months or Number of rounds)	AFTER HUNT
How often do you lubricate the trigger assembly? (Months or Number of rounds)	AFTER HUNT
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?) N/A	
Ship your INSURED firearm by either UPS or Parcel Post to:	
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. :: 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.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.



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:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5538 rifle			

LABEL INFORMATION

MAIL LABEL TO: Daniel Decker 184 Shafer Rd. Moon Twp., PA 15108 Ph: 412-299-6817
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 JAN 5, 2011 ALL CURR USD 1 OF 1
SVC GNOCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066934013
REF 1: DANIEL DECKER/CO/DMP
REF 2: 5538/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COO 0.00	RS 0.50	
DC 0.00	DDO 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 0.24		PUB+HANDLING 0.24	









