

Remington Arms Co., Inc.
Product Service
Legal Case #:5865

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
224970	3/4/2011	2/14/2011	3/7/2011	2/13/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Don	Like	9311 Miami St.	Omaha	NE	68134		H 402-455-2268

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

2/14/11: Customer called in. He stated he was using rifle on 2/13/11 and had a FSR. No damage, No injury. His brother told him that he saw something about our rifles on the internet & he needed to contact us. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6362264	WT	8/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	HENKLE JOYCE LINCOLN NEB		N			

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 under BLM						

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	3/11/2011

2/14/11: Sending ARS, letter, form, box. Box order# 1188463. df 3/11/11: Per Ilion - Could not duplicate concern. TA dirty & sear works sluggish on sideplates. Replace TA, clean & test fire under BLM - quote. I called & left msg for customer to call me. Customer called & he is mailing payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	NO PHOTOS TAKEN,CAMERA BATTERIES FAILED
Barrel	Description		22" 270 WIN
	Date Code		WT
	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		M/700 BOLT LOCK SAFETY
	Function	Like new, Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	007
	Notch	Slightly Worn, Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn, Functioning	VERY DIRTY,SEAR RUBS ROUGH ON SIDEPLATES
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

5865
February 14, 2011

Don Litke
9311 Miami St.
Omaha, NE 68134
Ph: 402-455-2268

Ref: # 5865

Dear Mr. Litke,

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

2211
WT 8/7
SH
.007
(COPY)
RECEIVED
MAR 10 2011
BY:.....

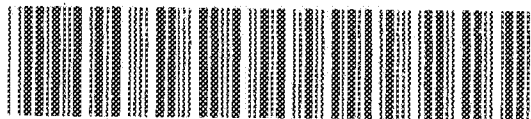
could not dupl, cate concern.
T.A. & Lizzy & Sean works rough
on side plates. replace TPA, clean
& foot line under BLP for \$20.00
+ ship

Quote

Serial Number:

6362264

Model: 700



RE00224970

2-14-11

Remington Fire Arms Company

We have a problem, My Father in law just gave me his Remington 270 mod 700 #636 2264 He bought the gun Brand new. Now I own it, never have I had a problem with any of my gun's like I had today, went out to shoot the gun when I pushed the safety forward the gun fired!

Could not believe what happened so I unloaded the gun did the same thing with no bullets in gun pushed safety forward gun fired! put gun away.

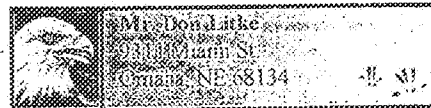
NEXT DAY I called Remington Company told them what happened the lady said she would send me a box and paper work to send gun to the Remington Company.

Went on line Found out many of these guns are a problem with the safety and trigger devise, This is a Big Problem

I was lucky nothing happened
the gun was pointed in safe
direction but from what I have
read some people weren't so lucky.
you have to think there is
a problem with these guns,
safety & trigger device. All I
want is a new, I think is
called X mark PRO Trigger and
I think it cost \$37.00 from
the Remington Company to fix
the problem. I am ~~sending a~~
~~\$37.00 money order or ck from~~
~~either me or my Father in law~~

Please Call
my name is, ✓

Don Little, 9311 MIAMI ST OMAHA NE 68134
phone # 402-455-2268



my Father in law how purchased the gun
new in the early 1970's

AL GROUT 15029 Patterson Cr OMAHA NE
IF 402-896-2626 68137

Thank you Don Little

Print

Reset

Model Number: <u>mod 700</u>		Serial Number: <u>6362264</u>	
Are you the original owner?: ☐ YES ☒ NO <u>MY FATHER IN LAW</u> <u>is original owner</u>			
Name: <u>DON LITKE</u>		Date of Purchase: <u>Gun was purchased - 1970 - 1971?</u>	
Address (no PO Boxes): 			
City: <u>OMAHA</u>		State: <u>NE</u>	Zip: <u>68134</u>
Phone (Daytime): <u>402- 455-2268</u>		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: <u>ATTACHED PAPER WORK 2-PAGES</u> 500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington Express</u>		Type: <u>Core 10KT</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 gr SP</u>			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Gun probly gets used 1-2 times
a year for deer season.

Brand of cleaning solution used: *gerasol can & bot bottle*
Rem oil & wipes - Moistureguard

How often do you clean the bore? (Months or Number of rounds) *EVERY TIME GUN IS USED*

How often do you clean the action? (Months or Number of rounds) *EVERY TIME GUN IS USED*

How often do you clean the trigger assembly? (Months or Number of rounds) *After season is over and ready to put away*
Now it out with air then drop or 2 of oil

Brand of lubricant used: *Remington oil - Rusty Duck - Rem Action Clean*

How often do you lubricate the bore? (Months or Number of rounds) *When cleaning - or storing the gun*

How often do you lubricate the action? (Months or Number of rounds) *When cleaning - or storing the gun*

How often do you lubricate the trigger assembly? (Months or Number of rounds) *END OF YEAR*
Cleaning after shooting with air then 2 drops oil wipe down

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? *Late 1986-1987 Father-in-law had gun cleaned*

What were the services performed? *Clean gun - action seemed to work hard*

Ship your INSURED firearm by either UPS or Parcel Post to:

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



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/14/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5865 rifle			

LABEL INFORMATION

MAIL LABEL TO: Don Litke 9311 Miami St. Omaha, NE 68134 Ph: 402-455-2268
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX598 FEB 14, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5989066113445
REF 1: DON LITKE/CD/DMF
REF 2: 5865/RIFLE

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 10.04 PUB+HANDLING 10.04