

Remington Arms Co., Inc.
Product Service
Legal Case #:5902

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225225	3/8/2011	2/21/2011	3/9/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mike	Livia	616 Settlers Cir.	Saint Peters	MO	63376		C 636-577-1422 E mlivia@charter.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1020	Fired on Bolt Opening	Unknown	
C	FBO			

2/21/11: Customer called in. He stated that he had a FBO last week. He couldn't remember what day. No damage, No injury.
df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6800995	DU	9/8/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
1/5/1998	JERRYS SPT CTR MONTDALE PA	SCOPE BASE	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
\$40.62	3/23/2011

2/21/11: Sending ARS, letter, form. df 3/23/11: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test fire under BLM - quote. Customer apprvd & paid quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/9/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		DU
	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---	010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

5902
February 21, 2011

Mike Livia
616 Settlers Cir.
Saint Peters, MO 63376
Ph: 636-577-1422

Ref: # 5902

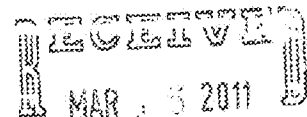
Dear Mr. Livia,

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.

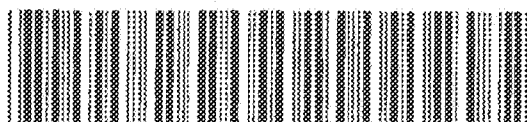
Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872



enclosure

A6800995

Model: 700



RE00225225

BY:.....

could not duplicate concern.
can offer to replace TPA, CBAN
& TEST fire under BLP for
\$20.00 + \$6.00

Quote

Print

Reset

Model Number: 700 LH		Serial Number: A6800995	
Are you the original owner?: ☐ YES ☒ NO			
Name: Michael Livia		Date of Purchase: 1-5-1998	
Address (no PO Boxes): 666 Settlers Circle			
City: St Peters		State: MO	Zip: 63376
Phone (Daytime): 636-577-1422		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) mlivia@charter.net			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: When removing safety to unload firearm, gun fired without touching trigger. 500 characters left			
Ammunition Information:			
Manufacturer: NOSLER		Type: BULISTIC TIP	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: IMR 4350		Powder Weight: 52.0	
Case/Hull Used: NORMA		Primer Used: CCI 200	
Bullet Type/Shot Size: NOSLER		Reloader Used: RCBS	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	30 rounds Approx
How often do you clean the action? (Months or Number of rounds)	once every 6 months
How often do you clean the trigger assembly? (Months or Number of rounds)	once a year
Brand of lubricant used:	Rem Oil
How often do you lubricate the bore? (Months or Number of rounds)	Every cleaning / 30 rounds
How often do you lubricate the action? (Months or Number of rounds)	once every 6 months
How often do you lubricate the trigger assembly? (Months or Number of rounds)	once a year
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?	
N/A	
What were the services performed?	
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler 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:	2/21/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5902 rifle			

LABEL INFORMATION

MAIL LABEL TO: Mike Livia 616 Settlers Cir. Saint Peters, MO 63376 Ph: 636-577-1422
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 FEB 21, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066246038
REF 1: MIKE LIVIA/CD/DMF
REF 2: 5902/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	CDD 0.00	RS 0.50	
DC 0.00	BGD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 0.40		PUB+HANDLING 9.40	





