

Remington Arms Co., Inc.

Product Service

Legal Case #:5275

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220950	1/27/2011	12/2/2010	1/28/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Thomas	O'Donnell	52 Belknap St	Westborough	MA	01581		H 508-366-2127

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Delayed firing after pulling trigger	Cause:4038 Concern:1023	Could Not Duplicate Concern	Unknown
C				

12/2/10 Per call from O'Donnell, he bought his 700 new over 20 years ago and it has never been altered. He has recently had it delay firing after pulling the trigger. He has also had it fire when the safety was released.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6283941	BB	1/13/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	LEW HORTON SOUTHBOROUGH MA	BOTTOM HALF SEE THRU MOUNTS	Y			

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, replace TPA, clean, test fire at BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
45.40	2/7/2011

12/2/10 Mailing ARS.cm 2/7/11 Per Ilion, trigger assm contaminated with a partially dried and sticky lubrication residue causing parts to work sluggish. Replace TPA, clean, test fire under BLSM program price of \$20 + S&H. Owner approved on 1/31 by call to Consumer Service Dept.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	1/28/2011	
	Product Type	RF	
	Action Type	A	
	Assigned To	TNAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	22" 270 WIN	
	Date Code	BB	
	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	BINDS
	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	
	Bulged	False	
Safety	Description	M/700 BOLT LOCK SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.07
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	STICKY, SEAR WORKS SLUGGISH
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description	BOTTOM HALF SEE THRU MOUNTS	

22"
8B1/81
4#
1007

5275

December 2, 2010

Thomas O'Donnell
52 Belknap St
Westborough, MA 01581

Subject: #5275, Model 700

Dear Mr. O'Donnell,

Enclosed is the UPS ground shipping label for shipment of the rifle 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". Apply the label to your box and take it to a UPS terminal or driver for shipping.

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

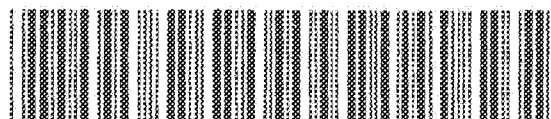
20.4
27.
35.
FEB 01 2011
37.
BY:.....45.4

enclosure

Serial Number:

B6283941

Model: 700



RE00220950

T.A. is contaminated w/partially
DRIED & STICKY lubrication residue
CAUSING parts to work sluggish.
replace TPA, clean & test fire
UNDER BLP for \$20.00 + ship

Quote

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

Dear Remington product Services,

Remington Model 700 Serial# B6283941

I use this rifle once a year for deer season and fire it 6-10 times a year. I am the original owner and have owned the rifle for 20 years.

November 26, 2010

Twice rifle fired moving the safety from the safe to fire position. This was witnessed by several people at the range. **This dangerous safety issue has taken place a handful of times over the last several years as well..**

Also, Nov. 26, 2010 there was a very noticeable delay when the trigger was pulled and when the cartridge actually fired. Again, this was witnessed by several shooters on the range as well. You could pull the trigger, count 1,2 and then the cartridge would discharge. This was happening with both Remington and Winchester Cartridges. The last trigger pull that day did not even discharge the cartridge.

Given the trigger safety issues and the delay of discharge, I put the rifle away and did not use it this past hunting season, much to my disappointment.

Please do whatever is required to fix this rifle and make sure it is working as new when you ship it back. **When you ship the rifle back, please let me know what the problems were and what was done to correct them.**

I look forward to many more years with this Model 700.

Regards,

Thomas O'Donnell
52 Belknap St
Westborough, MA 01581
508-366-2127
Hpdrifter322@aol.com

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

Model Number: <u>Remington 700</u>		Serial Number: <u>B 6283941</u>	
Are you the original owner? ☒ YES ☐ NO			
Name: <u>Thomas W. O'Donnell</u>		Date of Purchase: <u>July 1981 ? 1982?</u>	
Address (no PO Boxes): <u>52 BELKNAP ST</u>			
City: <u>WESTBOROUGH</u>		State: <u>MA</u>	Zip: <u>01581</u>
Phone (Daytime): <u>508-366-2127</u>		Fax: <u>508-366-4632</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>hpdrifter322@aol.com</u>			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Please see attached</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington 270</u> <u>Winchester 270</u>		Type: _____	
Other (i.e. bullet weight/type, shot size, powder): _____			
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:	Remington
How often do you clean the bore? (Months or Number of rounds)	AFTER EACH USE *
How often do you clean the action? (Months or Number of rounds)	AFTER EACH USE *
How often do you clean the trigger assembly? (Months or Number of rounds)	AFTER EACH USE *
Brand of lubricant used:	Remington Rem Oil
How often do you lubricate the bore? (Months or Number of rounds)	AFTER EACH USE *
How often do you lubricate the action? (Months or Number of rounds)	AFTER EACH USE *
How often do you lubricate the trigger assembly? (Months or Number of rounds)	AFTER EACH USE *
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?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeller 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 return address will be refused.	

* Rifle is only used once per year
on avg. of 6-10 rounds per season.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/2/2010	REQUESTED BY:	chrsty
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL ☒ xx	
DESCRIPTION: 700 B6283941			

LABEL INFORMATION

MAIL LABEL TO:	Thomas O'Donnell 52 Belknap St. Westborough, MA 01581
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 DEC 3, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067856954
REF 1: THOMAS O'DONNELL/CD/CH
REF 2: 700/B6283941

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	CDD 0.00	SVC T/P USD RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 7.42	PUB+HANDLING 7.42	

