

Remington Arms Co., Inc.
Product Service
Legal Case #:5860

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
224002	2/22/2011	2/11/2011	2/23/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Eric	Howe	PO Box 91	Palisade	MN	56469		H 218-845-2237 C 218-838-3371 E eric.howe@upm.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired on bolt closing	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing		Unknown
C				

2/11/11 Per call from Howe, he called our toll free number and they told him to go to our website to get the address to ship the rifle to. He shipped it to Corporate and they returned it to him. He wants us to pay for shipping this time. This past deer hunting season he went to take the safety off and it wouldn't move. The bolt release is stuck. It has fired when he closed the bolt when trying to work on it.cm

Firearm Information

Mfg.	Type	Model/Ca.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM WEATHE	25909	C6651070	KL	5/16/1991
Date Purchased	Where Purchased	Accessories	Original Owner			
	SUPERIOR SHOOTERS SUPPLY	TWO PIECE BASE	U			

CONCERN:FBC

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 and test fire at
1/2 normal cost

Repair/Replacement Cost	Repair/Replacement Date

2/11/11 Enailing ARS.cm 3/1/11 Per Ilion, could not duplicate concern. Trigger assm dirty and sticky, part works sluggish. Replace TPA, clean and test fire at 1/2 normal cost. Rifle cannot be converted to a DM. Wear to finish appears to be normal.cm 3/8/11 Howe will be mailing a check for the repair.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		2/23/2011

Examination	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	24" 7MM WEATHERBY MAG	
	Date Code	KL	
	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 SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	False		
	Condition	Slightly Worn; Functioning	DIRTY, STICKY, PARTS WORK SLUGGISH

Trigger	Pull	--Select--	S#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

5860

24"
x 25/4
5#
.015

February 11, 2011

Eric Howe
PO Box 91
Palisade, MN 56469

Subject: #5860, Model 700, ser # C6651070

Dear Mr. Howe,

Thank you for your patience. You should receive another email containing the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory within the next 24-48 business hours. 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 a loyal Remington customer.

Sincerely,

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

RECEIVED
FEB 25 2011

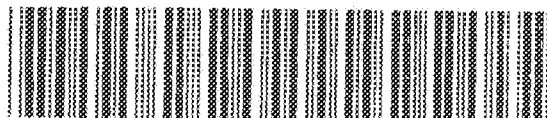
BY:

enclosure

Serial Number:

C6651070

Model: 700



RE00224002

could not duplicate concern.
T.A. dirty & sticky, part work
sluggish. Replaced TPA, clean
& test fire at 1/2 normal cost.
Rifle cannot be converted to A.D.M.
mean to finish appears to be normal
mfg date 5/91.

Quote

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

PS 17660

Remington

Factory Repair Instructions

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

Model Number: <u>700 Classic</u>	Serial Number: <u>C6651070</u>
Are you the original owner? ☒ YES ☐ NO <u>I think so</u>	
Name: <u>Eric Howe SR.</u>	Date of Purchase: <u>3</u>
Address (no PO Boxes): <u>200 South 5th Ave</u>	
City: <u>Palisade</u>	State: <u>Mn</u> Zip: <u>56469</u>
Phone (Daytime): <u>218-838-3371</u>	Fax:
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.	
Please describe your problem: <u>Bolt Release does not work + gun discharged on it own</u> <u>safe would not come off - opened bolt +</u> <u>safe would go to fire when closed bolt in</u> <u>fire position gun discharged</u>	
Ammunition Information:	
Manufacturer:	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:	
How often do you clean the bore? (Months or Number of rounds)	
How often do you clean the action? (Months or Number of rounds)	
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	

Questions

Bluing wearing more
than normal?

could I upgrade to
new trigger?

Can this gun be
converted to clip?

Problems with my rifle.

Safety would not move so
I opened bolt that safe

would go to fire position

when I closed the bolt

the gun discharged, happened

twice though the bolt would

not stay locked in.

serial # C6651090

Eric Howe

Box 91

200 South 5th Ave

Palisade Mn. 56469

218-838-3371

218-845-2237

Email

~~Eric~~ ~~Howe~~ ~~Brantfoothlogs~~ @ Yahoo
.com

Case #	5860	Date of Call	2/11/11	Date of Incident		PreLit		Lit		Obs.	
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Reporter name		Incident Name/Age	Eric Howe PO Box 91 Palisade MN 56469 218-845-2237 cell-218-838-3371
address		address	
contact #'s		contact #'s	
email		email	

Injury	eric.howe@upm.com
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Medical Treatment	beartoothlogs@yahoo.com
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased
700	CP6651070			?	Superior

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

Other Product	
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Notes:	deer hunting this past yr. went to take safety off & it wouldn't. Discharged when he closed bolt. Bolt release stuck.
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Customer's Request	
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My actions/offers	
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Remington.

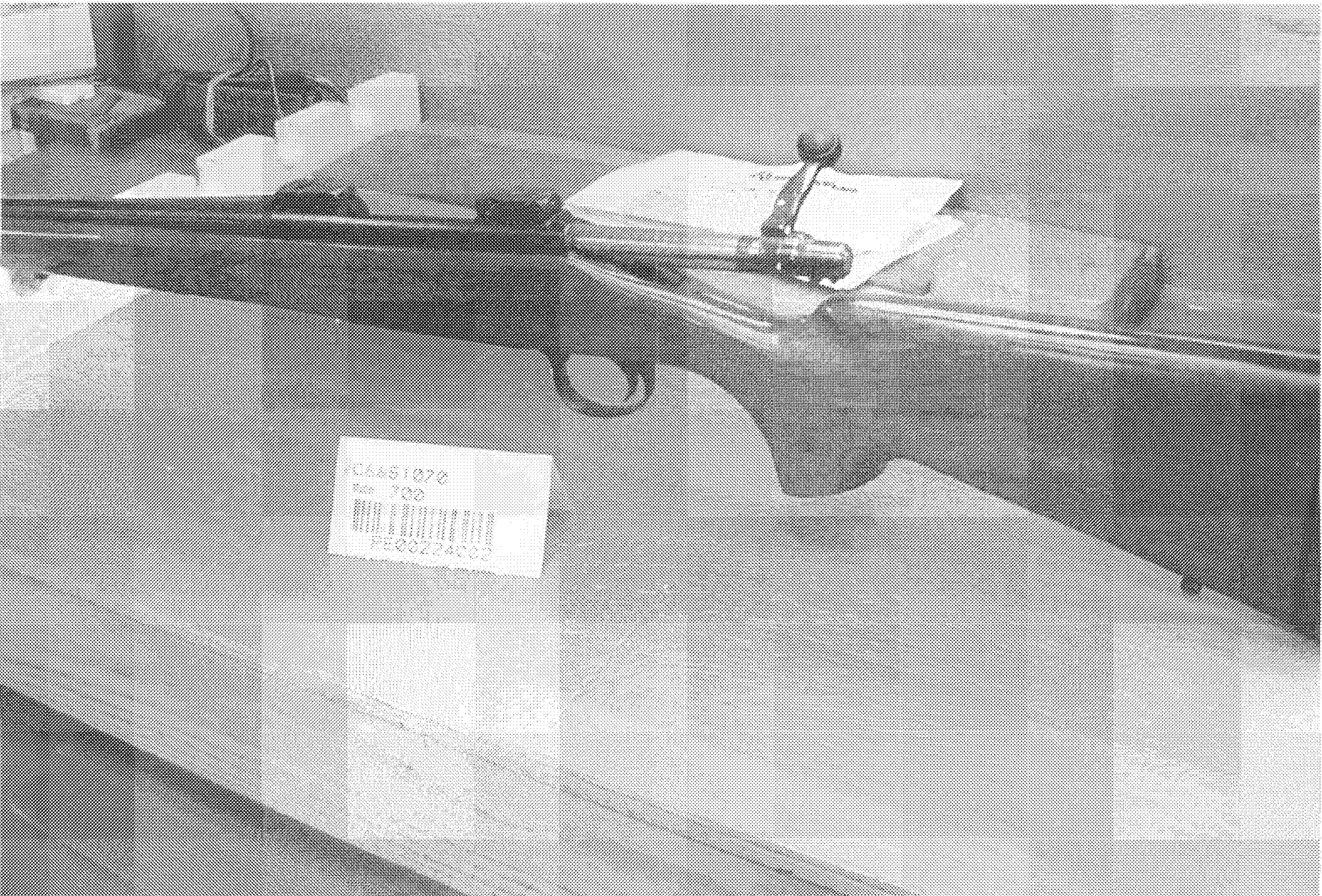
www.remington.com

eric.howe@upm.com

ARS LABEL R

DATE:	2/11/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☒ PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL	Email to him at: eric.howe@upm.com	☐ I WILL MAIL	
DESCRIPTION:			
C6651070 700			
4XX595 FEB 14, 2011 ALL CURR USD 1 OF 1 SVC GND COM ACT WT 10.8 LBS TRACKING# 1Z4XX5959065176879 REF 1:ERIC HOWE/CD/CM REF 2:700/C6651070			
LABEL			
MAIL LABEL TO: Eric Howe PO Box 91 Palasade, MN 56469		HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRG: DV 0.00 COD 0.00 RS 1.00 DC 0.00 DGD 0.00 SD 0.00 AH 0.00 PR 0.00 SP 0.00 TOT PUB CHG 9.90 PUB+HANDLING 9.90	
Email to him at: eric.howe@upm.com			
RETURN ITEM TO: Rem Product Service			

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



06651070
Date 700
P500224002

