

Remington Arms Co., Inc.
Product Service
Legal Case #:5277

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
216415	12/28/2010	12/2/2010	1/4/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kevin	Petty	2417 Minnix Ct	Underwood	IN	47177		11 812-595-7025

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Cause:4015 Concern:1008	Improper Maintenance Fired on Bolt Closing	Unknown	

12/2/10 Per call from Petty, he has a Model 700 22-250 that is 2nd hand. He said it fires when closing the bolt and on safety release.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	n/a	A6704713	BV	1/8/1979

Date Purchased Where Purchased Accessories Original Owner

JOHNS SPORTING GDS CANTON OH N

CONCERN:FSR,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, test at BLSM program price	Repair/Replacement Cost 77.90	Repair/Replacement Date 1/5/2011				

12/2/10 Mailing ARS and box.cm 1/5/11 Per Ilion, will follow down. Trigger assm contaminated with a dried and sticky lubrication residue causing parts to work sluggish. Replace TPA, clean, test fire under BLSM program price of \$20 + shipping and tax. Left voice message with inspect/quote info for Petty. Awaiting reply.cm 1/6 Kevin called + approved - ca

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B. TRAVIS
	Exam Date		1/4/2011

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 22-250 REM
	Date Code		BV
	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	BINDS
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; Not 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---	006
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY STICKY PARTS WORK SLUGGISH
	Pull	---Select---	10+#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

5277

22"
B
1/7
10+
006

December 2, 2010

Kevin Petty
2417 Minnix Ct
Underwood, IN 47177

Subject: #5277, Model 700

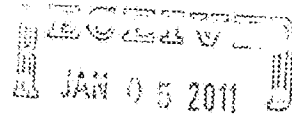
Dear Mr. Petty,

Enclosed is an UPS ground prepaid shipping label for shipment of your firearm for inspection at our factory. 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

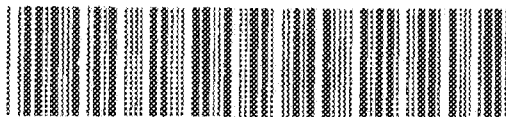


BY:

enclosure

Serial Number: A6704713

Model: 700



RE00216415

will follow down.
T.A. contaminated with dried &
sticky lubrication residue
causing parts to work sluggish.
replace TPA, clean & test fire.
under BCP 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

22-250

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

Model Number: <u>model 700</u>		Serial Number: <u>A6704713</u>	
Are you the original owner? ☐ YES ☒ NO			
Name: <u>Kevin Petty</u>		Date of Purchase: <u>2000</u>	
Address (no PO Boxes): <u>2917 minnex Court</u>			
City: <u>Underwood</u>		State: <u>ILN</u>	Zip: <u>47177</u>
Phone (Daytime): <u>812-595-7025</u>		Fax: <u></u>	
E-mail Address (if e-mail address is provided, notification of receipt and shipment will be sent): <u>mdmay30@aol.com</u>			
E-mail Address: <u></u>			
☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<u>Firing when taking off Safty and</u> <u>firing when shot the bolt.</u> <u>You can shoot it once and it is fine then</u> <u>randomly will mess up then go back to being</u> <u>fine.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Winchester</u> <u>Remington</u>		Type: <u>52 g hollow point</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):	
Brand of cleaning solution used:	Remington
How often do you clean the bore? (Months or Number of rounds)	20 rounds
How often do you clean the action? (Months or Number of rounds)	20 rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	60 rounds
Brand of lubricant used:	Remington
How often do you lubricate the bore? (Months or Number of rounds)	20 rounds
How often do you lubricate the action? (Months or Number of rounds)	20 rounds
How often do you lubricate the trigger assembly? (Months or Number of rounds)	60 rounds
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?	
November 2009	
What were the services performed?	
Ace hardware, Scottsburg	
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.	

114.90
37.-
77.90



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:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA			
COORDINATOR		XX	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Kevin Petty 2417 Minnix Ct Underwood, IN 47177
RETURN ITEM TO:	Rem Prod Serv Ilion, NY

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

4XX595 DEC 3, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5959065950784
REF 1: KEVIN PETTY/CD/CM
REF 2: 700

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	DDG 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 0.74		PUB+HANDL INC 0.74	

