

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5779

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225241	3/8/2011	1/27/2011	3/9/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bill	Preston	3907 Alpine Cir.	Missouri City	TX	77459		H 936-874-2550 F 281-403-3818 E pbt357@aol.com

## 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			

1/27/11: Customer called in. He stated that his wife saw something on the internet about our rifles & told him to contact us. He stated he had FSR years ago but the gun has been put up for years. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6364317	EI	10/5/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPTS DAYTON OH		U			

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 - Repair @ n/c						

Repair/Replacement Cost	Repair/Replacement Date
\$47.40	3/23/2011

1/27/11: Sending ARS, letter, form, box. Box order# 1182263. df 3/23/11: Per Ilion - Could not duplicate concern. Safety works hard coming off. Replace TA, clean & test fire at n/c. 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		EI
	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	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	HARD OFF SAFETY
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

5779  
January 28, 2011

Bill Preston  
3907 Alpine Cir.  
Missouri City, TX 77459  
Ph: 936-874-2550

Ref: # 5779

Dear Mr. Preston,

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.

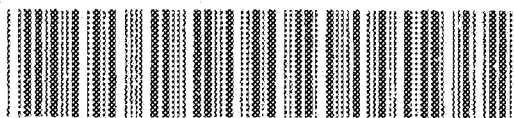
I hope that this action will keep you a loyal Remington customer.

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

enclosure

A6364317  
Model: 700

RECEIVED  
MAR 15 2011  
BY: .....



RE00225241

could not duplicate concern.  
safety works hand coming off.  
Replace TPA, clean + Test fire.  
AT N/C.

#B0145

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>A 6364317</u>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>BILL PRESTON</u>		Date of Purchase: <u>Nov. 1976</u>	
Address (no PO Boxes): <u>3907 ALPINE CIRCLE</u>			
City: <u>MISSOURI CITY</u>		State: <u>TX</u>	Zip: <u>77459</u>
Phone (Daytime): <u>976-874-2550</u>		Fax: <u>281-403-3818</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>PBT357@AOL.COM</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>UNINTENDED DISCHARGE SOMETIMES WHEN SAFETY WAS DISENGAGED. 1977-1979. HAVE NOT USED RIFLE REGULARLY SINCE. KEPT FOR SENTIMENT (WAS GIFT). HAVE ONLY FIRED 100-150 ROUNDS IN 35 YEARS. CLEAN AND OIL RIFLE EVERY 2-3 YEARS OR AFTER USE.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>REMINGTON OR WINCHESTER</u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u>130 GR</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: <u>HOPPE OR OUTERS</u>
How often do you clean the bore? (Months or Number of rounds) <u>24-36 MONTHS OR AFTER USE</u>
How often do you clean the action? (Months or Number of rounds) <u>SAA</u>
How often do you clean the trigger assembly? (Months or Number of rounds) _____
Brand of lubricant used: <u>SAA</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>24-36 MONTHS OR AFTER USE</u>
How often do you lubricate the action? (Months or Number of rounds) <u>SAA</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>SAA</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>NEVER</u>
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 Hoefler Avenue Ilion, NY 13357
<input type="checkbox"/> <b>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.</b>  :: 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:	1/28/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5779 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Bill Preston 3907 Alpine Cir. Missouri City, TX 77459 Ph: 936-874-2550
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 JAN 28, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969065619571  
REF 1: BILL PRESTON/CO/DMF  
REF 2: 5779/RIFLE

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD  
OV 0.00 COD 0.00 RS 0.50  
DC 0.00 DCD 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 11.23 PUB+HANDLING 11.23





