

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5571

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219285	1/17/2011	1/6/2011	1/18/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		John	Rosa-Bian	407 Gordon Rd	Ambler	PA	19002		H 215-620-9979 E jrb654@yahoo.com

## Incident Information

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

Customer sent in an email. He stated that his father & him own a Model 700. Bought it new in 1987. He stated that while hunting recently, the rifle fired when opening the bolt. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	25807	B6839889	BH	1/27/1987
Date Purchased	Where Purchased	Accessories	Original Owner			
10/1/1987	JERRY'S SPORT SHOP	SCOPE,SEE THRU RINGS,HARD CASE	Y			

CONCERN:FBO

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair						

## Repair/Replacement Cost Repair/Replacement Date

1/6/11: Sending ARS, letter, form. df 1/24/11: Per Ilion - Could not duplicate concern. TA dirty & sticky. Sear is working sluggish. Can offer to replace TA, clean & test fire for 1/2 normal cost - quote. I emailed quote to customer for review. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 300 WIN MAG
	Date Code		BH
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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--	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY,SLUGGISH
	Pull	--Select--	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE,SEE THRU RINGS,HARD CASE

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

www.remington.com info@remington.com

**ESTIMATING  
REPORT**Parts/Repairs 800-243-9700  
Fax 336-548-7801**ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.**

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00219285 Account # - R-	Description/Serial Number B6839889	Date Received - 1/17/2011 Estimate Date - 1/18/2011 Current Date - 1/24/2011
<b>Customer</b> JOHN ROSA-BIAN 407 GORDON RD AMBLER, PA 19002 US Phone (H) (215)-620-9979 Phone (W)		<b>Return To</b> JOHN ROSA-BIAN 407 GORDON RD AMBLER, PA 19002 US Fax Email irb654@yahoo.com

Please Circle One  
 VISA MC AMEX DISCOVER Card No. \_\_\_\_\_ Exp. Date \_\_\_\_\_  
 PO Number \_\_\_\_\_  
 Daytime Phone (\_\_\_\_\_) \_\_\_\_\_ Time To Call \_\_\_\_\_ Open Acct. R \_\_\_\_\_  
 Approval: Customer Signature \_\_\_\_\_ Date \_\_\_\_\_  
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box  
 Notice: We process checks electronically through Check 21

Problems			
Reported		Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

**Technician's Comments**

ProblemNotes could not duplicate concern.trigger assm dirty and sticky.sear is working sluggish.can offer to replace trigger plate assm, clean and test fire at 1/2 normal cost

Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote							
Material #	Material Description	Qty	Warranty Y/N	Price/ Unit	Discount Percent	Extended Amt	
Part							
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	N	\$94.00	50%	\$47.00	
Service							
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00	
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50	
Sub Total:						\$75.50	
Est. Sales Tax:						\$4.53	
Grand Total:						\$80.03	

24"  
B#1/87  
554  
**[COPY]**

5571  
January 6, 2011

John Rosa-Bian  
407 Gordon Rd.  
Ambler, PA 19002  
Ph: 215-620-9979  
Email: jrb654@yahoo.com

Ref: # 5571

Dear Mr. Rosa-Bian,

You will receive a pre-paid shipping label in a separate email within 2 business days. 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

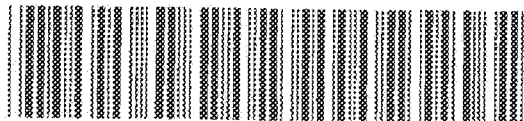
**RECEIVED**  
JAN 2 2011  
BY: .....

enclosure

Serial  
Number:

**B6839889**

Model: **700**



**RE00219285**

could not duplicate concern.  
T.A. Dirty + sticky. Sear is  
working sluggish. Can often  
to replace TPA, clean + rest  
fire at 1/2 normal cost.

Quote

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)

January 9, 2011

From : John Rosa-Bian  
407 Gordon Road, Ambler, PA 19002  
215-620-9979

To: Reminton Product Sevice, ref. 5571

Problem Description:

The enclosed Remington Model 700 BDL, 300 Winchester Magnum, SN B6839889, was purchased new in 1987. I purchased it as a gift for my father, although we both use it, and have both experienced the problems described below. It is used for deer hunting only, which constitutes an annual usage of a few (3-10) shots at a target and (hopefully) one shot at a deer a few days later. In its lifetime, I would estimate that it has only approximately 150 rounds fired.

In the first few years, no problems were experienced, however in the last 10 years, we've experienced problems at least 4 times that we recall. In all cases, the problem presents itself the first time the gun is fired on a given day, never on the 2<sup>nd</sup> or 3<sup>rd</sup> shot. Often, temperature conditions are cold. All of the following have been observed, working backward chronologically:

2010: Note that gun had not been used/fired at all since the prior year, after which it was cleaned, oiled and stored. While hunting, my father attempted to squeeze off a shot at a buck. He heard a click, but gun did not fire. He "unshouldered" the gun, and as he did so, the gun fired into the air. He said that the bolt was particularly difficult to open after the shot.

2009: Gun was cleaned before and after hunting season, fired a few shots at a target and once at a deer, with no issues.

2008: I took the first shot of the year at a target, and gun did not fire. I unshouldered the gun and attempted to open the bolt, and as I did so, the gun fired. We cleaned and oiled the gun thoroughly, particularly the trigger, bolt and action, using a Remington lubricant. We fired the gun numerous times with no further issue.

Although the exact years escape me, on two other occasions in prior 10 years, while hunting, we experienced the phenomena where the trigger is pulled, but the firing of the gun is delayed, perhaps 2-3 seconds. I recall that the trigger felt excessively stiff also.

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>B6839889</u>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>John Rose-Bryan</u>		Date of Purchase: <u>October 1987</u>	
Address (no PO Boxes): <u>407 Gordon Rd</u>			
City: <u>Ambler</u>		State: <u>PA</u>	Zip: <u>19002</u>
Phone (Daytime): <u>215-620-9979</u>		Fax: <u></u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>jrb654@yahoo.com</u>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; padding: 10px; min-height: 150px;"><u>See attached letter.</u></div> <div>500 characters left</div>			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>(several)</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>120 grain</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>Remington</u>
How often do you clean the bore? (Months or Number of rounds) <u>Annually</u>
How often do you clean the action? (Months or Number of rounds) <u>After each use</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>After use</u>
Brand of lubricant used: <u>Remington</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>Annually</u>
How often do you lubricate the action? (Months or Number of rounds) <u>After use</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>After use</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input 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? <u>N/A</u>
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.



5571

Reference #	101208-000083
Status	Updated
Assigned To	Administrators
Dell -	
Product	Ammunition
SLA	Not specified
Queue	CSR
Date Created	12/08/2010 04:56 PM
Initial Response	12/29/2010 09:24 AM
Last Updated	12/29/2010 11:41 PM
Customer SmartSense	+1 (on -3 to +3 scale)
Staff SmartSense	+1 (on -3 to +3 scale)

## A form was submitted on REMINGTON - PROD.

## Discussion Thread

Customer (Gary C)

12/29/2010 11:41 PM

Remington,  
Thanks for the response. I will gladly send the rifle in for examination. The details you requested are the following:

Remington 700 BDL  
300 Winchester magnum  
Serial number B6639889

My contact info:  
John Rosa-Bian  
407 Gordon Road  
Ambler, PA. 19002  
215-620-9979

Thank,

JRB John From: "Remington Information"

Date: Wed, 29 Dec 2010 09:24:34 -0500 (EST) To: ReplyTo: "Remington Information"

Subject: A form was submitted on REMINGTON - PROD. [Incident:  
101208-000083]

Response (Dell -)

12/29/2010 09:24 AM

John,

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, and when this occurred.

Sincerely,  
Dell

Customer (Gary C)

12/08/2010 04:56 PM

Hello,

A form was submitted on the site. Please see submitted information below:

Form Title: Contact Us

First Name: John

Last Name: Rosa-Bian

Email: [jrb654@yahoo.com](mailto:jrb654@yahoo.com)

Address 1: 407 Gordon Road

Address 2:

Telephone: 215-620-9979

City: Ambler

State: PA

Zip Code: 19002

Country: USA

Comments:

Remington, Both my father and I are proud and happy owners of several Remington firearms, including a total of 4 Model 700 rifles. We own a Remington 700 BDL 300 Winchester magnum, serial number B6639889, purchased new in 1967, which probably only has 150 rounds fired. That rifle has 'misfired' several times, as recently as last week, while hunting. Gun is loaded with safety off; trigger is pulled, nothing happens. Attempt to open bolt, and the gun fires! Please respond.

## Primary Contact

First Name: Gary

Last Name: C

Organization:

Login: EXi07Sh2HFmVH

Title:

Contact Type:

[jrb654@yahoo.com](mailto:jrb654@yahoo.com)

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information



January 6, 2011

John Rosa-Bian  
407 Gordon Rd.  
Ambler, PA 19002  
Ph: 215-620-9979  
Email: jrb654@yahoo.com

Ref: # 5571

Dear Mr. Rosa-Bian,

**You will receive a pre-paid shipping label in a separate email within 2 business days. 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

[COPY]

January 6, 2011

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Ambler, PA 19002  
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Email: jrb654@yahoo.com

Ref: # 5571

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

enclosure

<b>Model</b> Number: <input type="text"/>		<b>Serial</b> Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
(Daytime) Phone: <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
<b>Ammunition Information:</b>			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
<b>Handload Information:</b>			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

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: _____
How often do you lubricate the bore? (Months or Number of rounds) _____
How often do you lubricate the action? (Months or Number of rounds) _____
How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____
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.

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Fulcher, Dell Marie

---

From: jrb [jrb654@yahoo.com]  
Sent: Thursday, January 06, 2011 4:38 PM  
To: Fuicher, Dell Marie  
Subject: Delivered: John Rosa-Bian - Remington Ref# 5571  
Attachments: ATT00001

Your message was delivered to the recipient.



**Remington.**

www.remington.com

*[Handwritten signature]*

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

## ARS LABEL REQUEST FORM

DATE:	1/6/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<del>PLEASE CHECK ONE</del>			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION: Ref # 5571 rifle			

## LABEL INFORMATION

MAIL LABEL TO: John Rosa-Bian 407 Gordon Rd. Ambler, PA 19002 Ph: 215-620-9979 Email: jrb654@yahoo.com	Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

~~PLEASE PRINT NAME AND ADDRESS OF THE CUSTOMER~~

4XX596 JAN 7, 2011 ALL CURR USD 1 OF 1  
SVC ONDCOM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5960065355712  
REF 1: JOHN ROSA-BIAN/CD/DMP  
REF 2: 5571/RIFLE

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG:  
DV 0.00 COD 0.00 SVC T/P USD  
DC 0.00 DGD 0.00 RS 1.00  
AH 0.00 PR 0.00 SD 0.00  
TOT PUB CHG 7.95 PUB+HANDLING 7.95

jrb654@yahoo.com

