

Remington Arms Co., Inc.
Product Service
Legal Case #:5851

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225768	3/14/2011	2/10/2011	3/22/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ronald	Smith	236 W 6th St #206	Reno	NV	89503		H 775-329-3073

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when putting safety on	Cause:4038 Could Not Duplicate Concern Concern:1011 Improper Safety Design	Unknown	
C				

2/9/11 Per call from Smith, 2 yrs ago he had an accidental discharge when putting the safety on. He had shot a pig, was reloading, put one in the chamber, put safety on and it fired.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6274106	BB	1/19/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	NWIDE SPT DIST SOUTHAMPTON PA	TWO PIECE BASE	Y			

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 Hion, replace TPA, clean and test fire at BLSM program price	Repair/Replacement Cost	Repair/Replacement Date				
	66.36	3/24/2011				

2/10/11 Mailing ARS.cm 3/24/11 Per Hion, could not duplicate concern. Trigger assm dirty and sticky, parts work sluggish. Replace TPA, clean and test fire at BLSM program price of \$20 + S&H.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/22/2011
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN LH
	Date Code		BB
	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	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY, PARTS SLUGGISH
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

72"
BB1/8
4#
.009

5851

February 10, 2011

Ronald Smith
236 W. 6th St #206
Reno, NV 89503

Subject: Case 5851, Model 700

Dear Mr. Smith,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the 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,

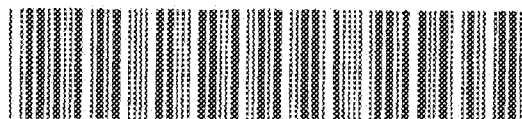
Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
MAR 23 2011

BY:

B6274106

Model: 700



RE00225768

could not duplicate concern.
T.A. dirty & sticky, parts work
sluggish. replace TPA, clean
& test Rine under BCP for
\$60.00 + ship

Quote

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

Model Number: 700 BDL LH	Serial Number: B6274105
Are you the original owner? ☒ YES ☐ NO	
Name: Ronald Smith	Date of Purchase: 11978?
Address (no PO Boxes): 236 W. 6th St. #206	
City: RENO	State: NV Zip: 89503
Phone (Daytime): 775-329-3073	Fax: 775-786-8462
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) ron.smith@chr.edu	
E-mail Address: please let me know date of manufacture. ☒ I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence:	
May 2009. Was reloading after shooting a pig. I reloaded, closed the bolt and put safety on when gun discharged. Gun was pointed in a safe direction, bullet went into the dirt. Have not fired it since. Never any disassembly, modifications or repairs.	
500 characters left	
Ammunition Information:	
Manufacturer: REM.	Type: Core-Lokt
Other (i.e. bullet weight/type, shot size, powder): 130 gr.	
Handload Information: None	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

23.86
27. -
10. -
17.50
15. -
107.76
-37.
66.76

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hogge's
How often do you clean the bore? (Months or Number of rounds)	10 rounds
How often do you clean the action? (Months or Number of rounds)	10 rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	20 rounds
Brand of lubricant used:	REM OIL
How often do you lubricate the bore? (Months or Number of rounds)	10 rounds
How often do you lubricate the action? (Months or Number of rounds)	10 rounds
How often do you lubricate the trigger assembly? (Months or Number of rounds)	20 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?	
never	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler 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.	

Case #		Date of Call	7/9/11	Date of Incident		PreLit		Lit		Obs	
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Reporter		Incident	Ronald Smith 236 W. 6th St #206 Reno NV 89503 775-329-3073
name		Name/Age	
address		address	
contact #'s		contact #'s	
email		email	

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700		.270		V	bought around '82			

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

Other Product	
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Notes:	2yrs ago accid. discharge when putting safety on. shot pig, reloading, put one in chamber, put safety on it fired.
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Customer's Request	
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My actions/offers	
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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/9/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
RELEASE FOR ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XX	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Ronald Smith 236 W. 6th St #206 Reno, NV 89503
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 FEB 10, 2011 ALL CURR USD 1 OF 1
SVC GND CON ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066645755
REF 1: RONALD SMITH/CD/CM
REF 2: 700
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 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 12.46 PUB+HANDLING 12.46



