

Remington Arms Co., Inc.
Product Service
Legal Case #:5469

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220543	1/25/2011	12/20/2010	1/26/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Brian	Smith	3214 N Northshore Blvd	Wichita	KS	67205		W 620-669-6439

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4006 Altered Adjustments or Components		Unknown	
	Concern:1007 Fired on Safe Release			
C				

12/20/10 Per call from Smith, he bought his 700 new about 25 yrs ago. About 3 weeks ago it fired when he released the safety. It cut his thumb when it recoiled back but he is ok. He has not been able to duplicate it but once since.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6529660	XD	12/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
		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 Ilion, replace TPA,
clean, test fire at 1/2
normal cost

Repair/Replacement Cost	Repair/Replacement Date

12/20/10 Mailing box and ARS.cm 1/28/11 Per Ilion, will follow down. Trigger assm dirty, rusty, set screws altered. Trigger will not return properly. Replace TPA, clean, test fire at 1/2 normal cost.cm

7/4 Smith approved.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/26/2011
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 270 WIN
	Date Code		XD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	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	BEDDED
	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---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY,TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2#

Trigger	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

5469

22"
X012/83
2#
1010

December 20, 2010

Brian Smith
3214 N Northshore Blvd
Wichita, KS 67205

Subject: #5469, Model 700

Dear Mr. Smith,

Thank you for your patience. Enclosed is a 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.

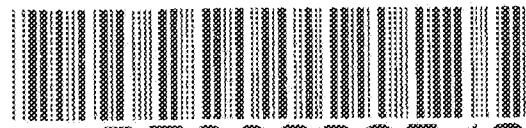
Sincerely,

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

Serial Number:

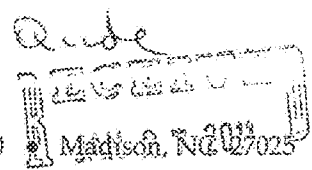
B6529660

Model: 700



RE00220543

will follow down.
T.A. dirty, rusty, set screws
Altered Trig will not return
properly. Replace TPA, clean
& test fire at 1/2 normal
cost.



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

BY: _____

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

Model Number: <u>700</u>	Serial Number: <u>86529660</u>
Are you the original owner? ☒ YES ☐ NO	
Name: <u>BRYAN SMITH</u>	Date of Purchase: <u>1984 ?</u>
Address (no PO Boxes): <u>3214 N NORTH SHORE RD</u>	
City: <u>WICHITA</u>	State: <u>KS</u> Zip: <u>67205</u>
Phone (Daytime): <u>(316) 570-2020</u>	Fax: <u></u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>BRYAN.SMITH@MORTONSALT.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>GUN FIRED WHEN TAKEN OFF OF SAFETY</u> <u>TWO TIMES IN A ROW. 1ST TIME W/</u> <u>HANDLOAD AMMUNITION, 2ND TIME WITH</u> <u>NO AMMUNITION.</u>	
500 characters left	
Ammunition Information: <u>HAND LOADS</u>	
Manufacturer: <u></u>	Type: <u></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:	
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?	
☐ YES ☐ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
NEVER SERVICED	
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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/20/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA	xx		
COORDINATOR			
TO MAIL	I WILL MAIL		
DESCRIPTION:			
B6529660 700			

LABEL INFORMATION

MAIL LABEL TO:	Brian Smith 3214 N Northshore Blvd Wichita, KS 67205
RETURN ITEM TO:	Rem Prod Service

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

4XX596 DEC 21, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 174XX5969066199596
REF 1: BRIAN SMITH/CD/CM
REF 2: 700/B6529660
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AM 0.00 PR 0.00 SP 0.00
TOT PUB CHG 9.49 PUB+HANDLING 9.49

