

Remington Arms Co., Inc.
Product Service
Legal Case #:5439

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220947	1/27/2011	12/15/2010	1/28/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bobby	Stahl	2934 County Rd 463	Stockdale	TX	78160		H 830-534-5935

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4013 Broken or Missing Parts			
S	Fired on safety release	Concern:1007 Fired on Safe Release	Unknown	
C				

12/15/10 Per call from Stahl, he owns a 2nd hand 700 BDL and it had fired on safe release twice. He has also had a problem with our ammo in the rifle. The primer was stuck on the bolt face and another primer stuck in the bolt lugs making it hard to open the bolt and he broke the handle off trying to open it.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6528955	LW	2/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	DEL MAR TACKL CORPUS CHRSTI TX	SCOPE BASE	N			

CONCERN:BOLT DAMAGED USING REM AMMO

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	BF/	270 WIN				
Concern	Other	Factory	Reload			
0:		Y	N			

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 no charge

Repair/Replacement Cost	Repair/Replacement Date
108.60	2/4/2011

12/15/10 Mailing label for rifle and emailed Strickland to send one for 1/2 box unfired and the incident round and primers extracted.cm 2/4/11 Per Ilion, bolt damaged using Remington ammo. Replace bolt assem at no charge with new. The bolt lock feature will not function. Can offer to replace TPA, clean, test at BLSM program price of \$20 + S&H. Stahl approved the repair.cm 3/3/11 Credited Stahl's invoice. Rifle sent COD to the wrong address by Ilion and after shipping we rec'd a check from Stahl. I mailed check back to him. Ilion rec'd the rifle back, shipped to correct address at no charge. I credited original COD invoice and told Stahl we would not be charging him due to the hassles.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/28/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4913	Broken or Missing Parts	
Barrel	Description		22" 270 WIN
	Date Code		LW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Worn; Functioning	
	Face	Worn; Functioning	
	Handle	Abused; Not Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Worn; Functioning	
	Cut Condition	Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Worn; Functioning	WILL NEED A MAX BOLT FOR REPAIR
	Notch Condition	---Select---	
Overall	Exterior Condition	Worn; Not Functioning	METAL RUSTY
	Stock Condition	Worn; Functioning	MANY SCRATCHES, MARKS, DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M700 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, RUSTY
	Pull	---Select---	N/A
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

Mitchell, Christy

1186308 - 424/2536

60073638 PM 7/8

From: Strickland, Sandra K.
Sent: Wednesday, February 16, 2011 4:54 PM
To: Mitchell, Christy
Subject: RE: Bobby Stahl, Remington 700 with Rem BP.270 ammo

Forgot. I told him if he had anymore of this particular ammo to call me back so I can take it off his hand. I told him this was old ammo.

Thanks,
Sandra

From: Mitchell, Christy
Sent: Wednesday, February 16, 2011 3:44 PM
To: Strickland, Sandra K.
Subject: RE: Bobby Stahl, Remington 700 with Rem BP.270 ammo

Can you guys send him a letter and ammo replacement after inspection? I've already taken care of the rifle side of it.

From: Strickland, Sandra K.
Sent: Wednesday, February 16, 2011 4:22 PM
To: Mitchell, Christy
Subject: RE: Bobby Stahl, Remington 700 with Rem BP.270 ammo

They are checking the powder in ballistics. It was made in 1997 and from past history 1997 blown primers have been internal corrosion.

From: Mitchell, Christy
Sent: Wednesday, February 16, 2011 12:35 PM
To: Strickland, Sandra K.
Subject: RE: Bobby Stahl, Remington 700 with Rem BP.270 ammo

Any info on this ammo? Christy Mitchell

From: Mitchell, Christy
Sent: Wednesday, December 15, 2010 10:02 AM
To: Strickland, Sandra K.
Subject: Bobby Stahl, Remington 700 with Rem BP.270 ammo

Sandra, please send a label for a box of .270 BP ammo to be shipped for inspection. He was having trouble closing the bolt and after inspection found that one of the rounds had the primer come out and stick to the bolt face. He also said there was a primer wedged in the locking lugs so there may have been two that had primers come out. He has about a 1/2 box left unfired and will send the brass and primer that he retrieved from the bolt. He broke the bolt handle when trying to open it up.

Bobby Stahl
2934 County Rd 463
Stockdale, TX 78160

830-534-5935

Rem 700BDL Serial Number 6528955
270WIN 130grain BRONZE POINT

5439

December 15, 2010

Bobby Stahl
2934 County Rd 463
Stockdale, TX 78160

Subject: #5439, Model 700

Dear Mr. Stahl,

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".

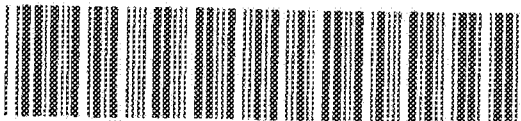
You should receive another label soon from the Ammunition Plant for the ammo to ship to Lonoke, AR.

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: 6528955
Model: 700



RE00220947

RECEIVED
FEB 01 2011

BY: _____

on Drive • P.O. Box 700 • Madison, NC 27025
www.remington.com

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

22
LW2/72
100Y

Model Number: <u>Remington 700 BDL</u>		Serial Number: <u>6528955</u>	
Are you the original owner? ☐ YES ☒ NO			
Name: <u>Robert J. Stani</u>		Date of Purchase: <u>Sept 1987</u>	
Address (no PO Boxes): <u>2934 CR463</u>			
City: <u>Stockdale</u>		State: <u>Texas</u>	Zip: <u>78160</u>
Phone (Daytime): <u>830 534 5935</u>		Fax: <u></u>	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) <u></u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
ON or About Nov 23, 2010 I WAS HUNTING ^{ON} ON FOUR FAMILY RANCHES. ABOUT 2:30 PM I SHOT A COYOTE ON MY WAY INTO THE RANCH. I SAT ON STAND UNTIL 5:15 PM WHEN I SAW A NICE BUCK. REMEMBERING I HAD A SPENT SHELL IN THE CHAMBER, I PROCEEDED TO LOCK THE ACTION EJECTING THE SPENT ROUND & CHAMBERING A FRESH ONE. BUT THE BOLT WOULD NOT CLOSE, SO I OPENED THE ACTION & CHAMBERED ANOTHER ROUND. IT WOULD NOT CLOSE EITHER, SO I EJECTED IT AND CLOSED THE BOLT BUT IT FELT RATHER TIGHT. WHEN I TRIED TO OPEN THE BOLT AGAIN IT WAS REAL HARD TO UNLOCK THE LUG. WHEN I TRIED TO PULL THE BOLT BACK THE HANDLE BROKE. I USED A PUSH ROD FROM MY <u>500</u> <u>characters left</u> CLEANING KIT TO PUSH THE BOLT BACK. THAT'S WHEN I FOUND THE PRIMER THAT HAD BEEN WEDGED IN THE FRONT LUGS.			
Ammunition Information:			
Manufacturer: <u>Remington High Velocity</u>		Type: <u>270 WIN BRONZE POINT</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>130grain BRONZE POINT R270W3</u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Full Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	

Firearms Care (Cleaning and Lubrication):	Yearly
Brand of cleaning solution used:	Corn Scrubber & Rem Boocleaner Hobby
How often do you clean the bore? (Months or Number of rounds)	Yearly
How often do you clean the action? (Months or Number of rounds)	Yearly
How often do you clean the trigger assembly? (Months or Number of rounds)	Yearly
Brand of lubricant used:	Rem oil & Slick 50 for the Lube
How often do you lubricate the bore? (Months or Number of rounds)	Yearly As needed
How often do you lubricate the action? (Months or Number of rounds)	Yearly As needed
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Yearly As needed
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 Had Problem	
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.	

Bolt damaged using Rem Ammo.
 replace bolt assm. AT N/C, & NEW
 @ the bolt lock feature will not function
 can offer to replace TPA, clean & test
 Price under \$40 for \$20.00 + ship.

Quote
 (need max bolt)



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/15/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA		xx	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Bobby Stahl 2934 County Rd 463 Stockdale, TX 78160
RETURN ITEM TO:	Rem Prod Service

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

4XX596 DEC 15, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING 1Z4XX5969066646978
REF 1:BOBBY STAHL/CD/CM
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 CDD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 AS 0.50
AH 0.00 PR 0.00 SO 0.00
TOT PUB CHG 10.54 PUB+HANDLING 10.54

