

Remington Arms Co., Inc.

Product Service

Legal Case #:5674

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221455	1/31/2011	1/17/2011	2/1/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Martin	Voss	5782 Summit Meadow Dr	Saint Charles	MO	63304		H 636-329-9444

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired when unloading Concern:1006 Unexplained Discharge Safe OFF			
C				

1/17/11 Per letter mailed to Remington, Voss has had 2 instances where the rifle fired when he was unloading it, 2006 and 2009. His rifle has a bolt lock.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6302716	PB	6/3/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
10/22/1997	GLEN ZANDERS BALDWIN ILL		U			

CONCERN:FIRE WHILE UNLOADING

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 at BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
97.40	2/3/2011

1/17/11 Spoke with Mrs. Voss and told her I would be sending him a prepaid shipping label to have it come to the factory for inspection, then we would call him with results. She said to go ahead and mail the label.cm 2/3/11 Per Ilion, could not duplicate concern. Trigger assm dirty and rusty. Replace TPA, clean, test fire under BLSM program price for \$20 + S&H. Spoke to Voss by phone and he approved.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/1/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		PB
	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	
Scar	Lift	---Select---	012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

Remington.

22"
736/4
4.52
10/2

5674

January 17, 2011

Martin Voss
5782 Summit Meadow Dr
St. Charles, MO 63304

Subject: #5674, Model 700

Dear Mr. Voss,

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 boxes with "Product Service". I will contact you after inspection with the results and recommended resolution.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

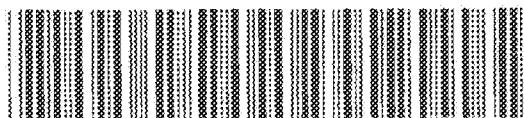
Sincerely,

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

20.40
27.-
35.-
15.-
97.40

Serial Number: B6302716

Model: 700

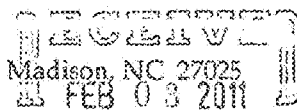


RE00221455

could not duplicate concern
T.A. Dirty & Rusty. Replace TPA,
clean & test fire under BCP
Lore 800.00 + ship

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com



BY:

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

Model Number: 700 LH		Serial Number: B6302716	
Are you the original owner? ☐ YES ☒ NO			
Name: MARTIN VOSS		Date of Purchase: 10/22/97	
Address (no PO Boxes): 15782 Summit Meadow DR.			
City: ST. CHARLES		State: MO	Zip: 63304
Phone (Daytime): (636) 329-9444		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) m.voss@shcglobal.net			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: SEE Letter Attached			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: 270 EXPRESS CORE-LOKT	
Other (i.e. bullet weight/type, shot size, powder): 150 gr.			
Handload Information: None			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppes
How often do you clean the bore? (Months or Number of rounds)	3-20 Rounds
How often do you clean the action? (Months or Number of rounds)	3-20 Rounds
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	Hoppes Gun Oil
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	1-3 yrs
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1-3 yrs
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?	
unknown	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoesler 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.	

DME
cm

12/12/2010

5674

GENTLEMEN:

I OWN A REMINGTON 700 BDL LEFT HAND .270 CAL. RIFLE, SERIAL
B6302716

I HAVE HAD TWO INSTANCES WHERE THE RIFLE FIRED WHEN I WAS
UNLOADING IT!!!
ONCE IN 2006 AND ONCE IN 2009.

LUCKLY I HAD IT POINTED IN A SAFE DIRECTION WHEN IT HAPPENED.
MY FINGER WAS NOT ON THE TRIGGER AT ANY TIME WHEN UNLOADING.
I HAVE TO PUT GUN ON "FIRE" POSITION TO OPEN BOLT TO UNLOAD.
IT SEEMS LIKE THAT IS UNSAFE TO BEGIN WITH.
I KNOW SOME FRIENDS HAVE BOUGHT NEW 700'S WITH A DIFFERENT
TRIGGER SYSTEM. THEY CAN OPEN THE BOLT WHEN THE GUN IS ON THE
SAFE POSITION.

I ONLY USE THE RIFLE DURING DEER SEASON AND CLEAN IT AFTER EACH
USE. THIS YEAR (2010) I USED MY OLD MARLIN 30-30 TO HUNT WITH
BECAUSE I AM AFRAID TO USE THE 700 AS I THINK IT IS AN UNSAFE RIFLE.

I WOULD LIKE TO KNOW IF THERE IS ANYTHING YOU CAN DO TO REMEDY
THIS SITUATION.

THANK YOU,
MARTIN VOSS
5782 SUMMIT MEADOW DR.
ST. CHARLES, MO. 63304
(636) 329-9444

Martin Voss

JAN 10 2011

Received Date: _____

CSR: _____

Response Date: _____

Response/File: _____



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/17/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☒ PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 700 B6302716			

LABEL INFORMATION

MAIL LABEL TO:	Martin Voss 5762 Summit Meadow Dr St. Charles, MO 63304
RETURN ITEM TO:	Rem Product Service

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

4XX596 JAN 18, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969065163223
REF 1:MARTIN VOSS/CO/CM
REF 2:700/B6302716

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		AS 0.50
DV 0.00	COO 0.00	SD 0.00
DC 0.00	DDO 0.00	SP 0.00
AH 0.00	PR 0.00	PUB+HANDLING 9.36
TOT PUB CHG 9.36		

