

Remington Arms Co., Inc.
Product Service
Legal Case #:5491

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219940/220435	1/21/2011	12/22/2010	1/24/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Douglas	White	1875 Clark Rd	Barnes	WI	54873		H 715-795-2467

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fires when bolt closed	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing	Unknown	
C				

12/22/10 Per call from White, firing pin released when he closes bolt.cm 12/30/10 Spoke with White and he has another that he purchased same time as the Mtn rifle and it is also firing when he closes the bolt.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25630	B6865115	KH	5/19/1987
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HQ INC	TWO PIECE BASE W/BOTTOM HALF OF RINGS	U			

CONCERN:FBC

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	20000	A6667943	DQ	9/20/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPT DAYTON OH	TWO PIECE BASE	N			

CONCERN:FBC

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, replace TPA, clean, test fire under BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	43.55	1/30/2011				

12/22/10 Mailing box and ARS.cm 12/30/10 Mailing another ARS and box.cm 1/30/11 Per Ilion, trigger assm is contaminated with a dried and sticky lubrication residue causing parts to bind and work sluggish. Replace TPA, clean, test

fire under BLSM program price of \$26 + S&H. em 1/31/11 White approved by phone call to Consumer Service.em

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/24/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		KH
	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	SOME SCRATCHES/DENTS
	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---	015
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	WORKS A LITTLE HARD OFF SAFETY
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
Non-Remington Components	Description		TWO PIECE BASE W/BOTTOM HALF OF RINGS

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/25/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPR
	Date Code		DQ
	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; Not 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---	.008
	Notch	Slightly Worn; Not Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	SEAR AND TRIG BINDING FROM A DRIED LUBE
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

700 Mountain Rifle

Serial # B6865115

5191

December 22, 2010

22"
KHS/87
3.5#
1015

Douglas White
1875 Clark Rd
Barnes, WI 54873

Subject: #5491, Model 700

Dear Mr. White,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping labels 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 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
JAN 25 2011

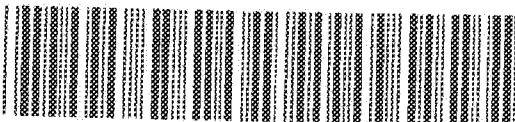
BY:

could not duplicate concern
T.A. dirty. CAN offer to
replace TPA, clean + test fire
at 1/2 normal cost.

Quote

Serial Number: B6865115

Model: 700



RE00219940

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

PS 18994

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

Model Number:	700 MNT Rifle	Serial Number:	B6865115
Are you the original owner? ☒ YES ☐ NO			
Name: Douglas White		Date of Purchase: 1984 - 85	
Address (no PO Boxes): 1875 Clark Road			
City: Barnes		State: WI	Zip: 54873
Phone (Daytime): 715 795 2467		Fax: 612 245 7645	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) dckmul@Chegnet.net			
E-mail Address: AS Above ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: When closing bolt occasionally releases firing pin. When rifle has been fired and bolt handle is raised and lowered the firing pin always releases. First started during deer season Nov. 2010			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

22"
DQ
9/7/11
5.5
108

5491

January 10, 2011

Douglas White
1875 Clark Rd
Barnes, WI 54873

Subject: #5491, Model 700

Dear Mr. White,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping labels 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 apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

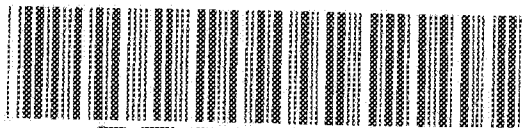
Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

27
35
20.40
82.40
38.85
42.55

Serial Number:

A6667943

Model: 700



RE00220455

T.A. is contaminated w/ A DRIED + STICKY lubrication RESIDUE CAUSING parts to BIND + WORK sluggish. Replace TPA, clean + TEST FIRE UNDER BLP for \$20.00 + ship

QUICK SERVICE
JAN 27 2011

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 CLASSIC	Serial Number:	A 666 7943
Are you the original owner? ☐ YES ☒ NO			
Name:	Douglas White	Date of Purchase:	mid 1984
Address (no PO Boxes): 1875 CLARK RD			
City:	BARNES	State:	WI
Zip:	54873		
Phone (Daytime):	715 795 2467	Ext:	612 245 2645
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
DEKM W @ Cregnot. Net			
E-mail Address:			
☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
Rifle discharges when bolt is closed			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/22/2010	REQUESTED BY:	christy
QUANTITY:	I WILL MAIL THIS PACKAGE		10
PLEASE CHECK ONE			
MEDIA		xx	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
700			

LABEL INFORMATION

MAIL LABEL TO:	Douglas White 1875 Clark Rd Barnes, WI 54873
RETURN ITEM TO: Remington Product Service	

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

4XX596 JAN 10, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066100154
REF 1: DOUGLAS WHITE/CD/CM
REF 2: 700
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 CCB 0.00 SVC T/P USD
DC 0.00 DGD 0.00 AS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 8.78 PUB+HANDLING 8.78



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/22/2010	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:	Douglas White 1875 Clark Rd Barnes, WI 54873
RETURN ITEM TO:	Remington Product Service

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

4XX586 DEC 23, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5869066401866
REF 1: DOUGLAS WHITE/CD/CM
REF 2: 700

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 8.78	PUB+HANDLING	8.78

