

Remington Arms Co., Inc.
Product Service
Legal Case #:6080

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
230462	5/4/2011	4/4/2011	5/5/2011	4/3/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	A. Montano Company	Nicholas	Montano	571 Rt 212	Saugerties	NY	12477		W 845-532-5032

Incident Information

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

4/4/11 Per call from Montano, the bolt has been hard to close. He shot it this weekend and it fired when he closed the bolt. Bought it used.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	n/a	S6692913	OD	7/14/2009 11:33:17 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
2/1/2011	GANDER WAREHOUSE #1/Leban		N			

CONCERN: FBC

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 under warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	50.61	5/11/2011				

4/4/11 Ordering box and mailing ARS.cm 5/11/11 Per Ilion, could not duplicate concern. Replace TPA, clean, test fire under warranty to restore confidence in rifle. Repair/adjust hard closing.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		5/5/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 223 REM HIB FL
	Date Code		OD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	

Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Slightly Worn; Functioning	LITE BRASS WASH
	Handle	Like new; Functioning	
	Stop	Like new; 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	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		M.700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	False	40X TPA
	Sub-Assembly	M/700 Non-Bolt Lock	

Remington®

26"
007/09
3.5#
015

6080

April 4, 2011

Nicholas Montano
A Montano Company
571 Rt 212
Saugerties, NY 12477

Subject: #6080, Model 700

Dear Mr. Montano,

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 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
MAY 06 2011

BY: _____

27
23.61
50.61

Number: 56692913
Model: 700



RE00230462

could not duplicate concern.
Repair TPA, clean test fire
to restore confidence in
rifle. Repair/adjust hand closing.
warranty

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

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

Model Number:	700	Serial Number:	S6692913
Are you the original owner?: ☐ YES ☒ NO			
Name: Nicholas Montano		Date of Purchase: Feb 2011	
Address (no PO Boxes): 142 Lighthouse Drive			
City: Sanger, TX	State: TX	Zip: 76477	
Phone (Daytime): 845 532 5032	Fax: 845 246 1036		
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) dodgeforlife2000@yahoo.com			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: Late March the gun discharged upon closing the bolt. Also with a round in the chamber the bolt is extremely difficult to close no matter the brand of ammunition			
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:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Remington
How often do you clean the bore? (Months or Number of rounds)	monthly
How often do you clean the action? (Months or Number of rounds)	after every shoot
How often do you clean the trigger assembly? (Months or Number of rounds)	monthly
Brand of lubricant used:	Remington
How often do you lubricate the bore? (Months or Number of rounds)	month
How often do you lubricate the action? (Months or Number of rounds)	every use
How often do you lubricate the trigger assembly? (Months or Number of rounds)	month
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?	
N/A	
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.	

A. Montano Comp.

Case #	6080	Date of Call	4/4/11	Date of Incident	4/3/11	PreLit		Lit		Obs	
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Reporter name		Incident Name/Age	Nicholas Montano
address		address	142 Lighthouse Dr.
contact #'s		contact #'s	571 Rt. 212
			Saugerties NY 12477
			845-532-5032
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		.223		N				XCR

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

Other Product	
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Notes:	bolt hard to close. Shot this weekend & it fired when he closed bolt. Bought used.
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Customer's Request	
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My actions/offers	box & ARS 1212475
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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:	4/4/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xxx I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Nicholas Montano A. Montano Company 571 Rt. 212 Saugerties, NY 12477 845-532-5032
RETURN ITEM TO:	Remington Prod Service

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

4XX596 APR 5, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065466290
REF 1: NICHOLAS MONTANO/CD/CM
REF 2: 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 7.87 PUB+HANDLING 7.87







