

Remington Arms Co., Inc.
Product Service
Legal Case #:5222

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
232606	6/1/2011	11/29/2010	6/2/2011	11/20/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Valerie	Visser	1142 Butte Rd	Moscow	ID	83843		H 208-610-4664 E wrechless1@hotmail.com
Reporter		Lee	Dickinson	2843 Mayfair Dr	Lewiston	ID	83501		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired on safety release	Concern:1007 Fired on Safe Release	Unknown	
C				

11/29/10 Per call from Dickinson, 9 days ago his rifle fired when he released the safety. He bought it 2nd hand.cm 6/10/11 Per note with rifle, this rifle belongs to Valerie and she states that it mis-fired on her two different times.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6271052	WS	8/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	N			

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 BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	45.40	6/10/2011				

11/29/10 Mailing ARS.cm 6/10/11 Per Ilion, could not duplicate concern. Trigger assm dirty and sticky. Replace TPA, clean, test fire at BLSM program price of \$20 + shipping.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/2/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		WS
	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	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	---Select---	.006
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington®

2211
WS 8/69
4#
006

5222

November 29, 2010

Lee Dickinson
2843 Mayfair Dr
Lewiston, ID 83501

Subject: #5222, Model 700

Dear Mr. Dickinson,

Enclosed is the prepaid UPS ground shipping label. 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". Apply the label to your box and take it to a UPS terminal or driver for shipping.

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

Sincerely,

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

RECEIVED
JUN 09 2011

BY:

Number: 6271052
Model: 700



RE00232606

could not duplicate concern.
T.A. Dirty + sticky. Replace
TPA, clean + test fire under
BLP for \$20.00 + ship

Quote

23.40
27 -
35
78.40
37
45.40

April 28, 2011

Dear whom it may concern,

My soon-to-be brother in law contacted someone about my Remington 270 misfiring (it happened to my twice!).

Please call me if you have *any* questions!

Valerie Visser
1142 Butte Rd.
Moscow, Idaho 83843
(208) 610-4664

- soon to be Valerie Dickinson
(as of May 21st 2011 ☺)

Thanks,

Valerie Visser

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

Model Number: 700		Serial Number: 6271052	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Valerie Dickenson		Date of Purchase: Gift	
Address (no PO Boxes): 1142 Butte Road			
City: Moscow		State: ID	Zip: 83843
Phone (Daytime): (208) 610-4664		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) wreckless1@hotmail.com			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: mis-fired on me two different times - pretty scary! call me if you have questions! Val - (208) 610-4664			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: 270	
Other (i.e. bullet weight/type, shot size, powder): 150 Gr Core-Lockt			
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: Hopps Hoppy's

How often do you clean the bore? (Months or Number of rounds) Per box

How often do you clean the action? (Months or Number of rounds) Per box

How often do you clean the trigger assembly? (Months or Number of rounds) Per box

Brand of lubricant used: HOPPY'S

How often do you lubricate the bore? (Months or Number of rounds) Per box

How often do you lubricate the action? (Months or Number of rounds) Per box

How often do you lubricate the trigger assembly? (Months or Number of rounds) Per box

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?) ?

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:	11/29/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: <input type="checkbox"/>		<input type="checkbox"/>	
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL	XXXXX
DESCRIPTION:			
700 6271052			

LABEL INFORMATION

MAIL LABEL TO:	Lee Dickinson 2843 Mayfair Dr Lewiston, ID 83501
RETURN ITEM TO:	Rem Prod Service

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

4XX596 NOV 30, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065464621
REF 1: LEE DICKINSON/CD/CM
REF 2: 700/6271052

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
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 11.74 PUB+HANDLING 11.74







