

Remington Arms Co., Inc.
Product Service
Legal Case #:6201

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
232142	5/23/2011	5/13/2011	5/24/2011	5/12/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Greg	Wisniewski	9318 Seven Courts Dr	Nottingham	MD	21236		C 410-256-6163 E gwiz8@verizon.net

Incident Information

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

5/13/11 Per call from Greg, yesterday when he closed the bolt on a round it fired without him touching the trigger. It has always been hard to close the bolt since he bought it new. He has shot less than 300 rounds in it.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	27491	G6426081	EY	10/5/2004 4:36:12 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC	TWO PIECE BASE	Y			

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, to restore						

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6201&Type=Case>

5/31/2011

confidence in
rifle will fit
new TPA at
no charge

Repair/Replacement Repair/Replacement

Cost

Date

47.40

5/31/2011

5/13/11 Mailing box and ARS.cm 5/31/11 Per Ilion, could not duplicate concern. Will repair hard bolt closing and to restore confidence in rifle will fit new TPA at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/24/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 223 REM HB
	Date Code		EY
	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---	
	Exterior Condition	Slightly Worn; Functioning	

Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington®

26"
EY 10/01
4.5"
012

6201

May 13, 2011

Greg Wisniewski
9318 Seven Courts Dr
Nottingham, MD 21236

Subject: #6201

Dear Mr. Wisniewski,

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 firearm is logged in correctly.**

I apologize for the inconvenience 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

could not duplicate concern.
will repair hand bolt closing +
to restore confidence in rifle
will fit new TPA at N/c

#230145

Serial
Number:

G6426081

Model: 700



RE00232142

RECEIVED
MAY 31 2011

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

PS 21713

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

Model Number: 700 VSL		Serial Number: G 6426081	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Greg Wisniewski		Date of Purchase: on record	
Address (no PO Boxes): 9318 Seren CTS. Dr.			
City: Nottingham		State: MD	Zip: 21236
Phone (Daytime): 410 256 6163		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) GWIZ8@Verizon.net			
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: <p>I have had this firearm for several years, But because it was so difficult to close the bolt I seldomly shot it. Most likely less than 150 rounds though it as it hurt my hand to secure the bolt down. On the 2nd Thurs. of May I purchased 4 different brands of Ammo to see if the Prob was Ammo related It was NOT. While trying to close the bolt w/ Rem. Express the gun went off. My finger was no where near the trigger. No one was injured. This rifle has been a Lemon since I bought it. PLEASE HELP</p>			
500 characters left			
Ammunition Information: - I used Winchester White Box -			
Manufacturer: Remington Express - Wolf Type: Federal Premium			
Other (i.e. bullet weight/type, shot size, powder): 45+55gr bullets			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	5/13/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xxx	
I WILL MAIL			
DESCRIPTION:			
G6426081 700			

LABEL INFORMATION

MAIL LABEL TO:	Greg Wisniewski 9318 Seven Courts Dr Nottingham, MD 21236 410-256-6163
RETURN ITEM TO:	Rem Prod Serv Case # 6201

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

4XX596 MAY 13, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969066514637
REF 1: GREG WISNIEWSKI/CD/CM
REF 2: 700/G6426081

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
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 8.08		PUB+HANDLING 8.08	







