

Remington Arms Co., Inc.
Product Service
Legal Case #:6341

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
236125/236192	7/21/2011	7/8/2011	7/25/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Matthew	Berry	13271 Scotts Mill Rd	Culpepper	VA	22701		H 540-829-0360

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Fires when bolt is closed Concern:1008 Fired on Bolt Closing			
C				

7/8/11 Per call from Berry, he has a 700 in .270 that has the bolt lock safety and it fires when he closes the bolt. He has another 22-250 that has a headspace problem.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6640710	OQ	7/24/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS DAYTON OHIO		N			

CONCERN:FBC

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250	25783	G6343181	EX	10/14/2003 1:22:15 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC	TWO PIECE BASE	Y			

CONCERN:BAD HEADSPACE

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, one repaired under BLSM, one repaired at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				
	45.40	7/27/2011				

7/8/11 Sending 2 ARS labels to have the rifles come in for inspect.cm 7/27/11 Per Ilion, ser # ending in 710, trigger assm set screws altered. Trigger not returning properly. Replace TPA, clean and test fire at BLSM program price of \$20 + shipping. Ser # ending in 181, headspace is ok. Bolt face and shroud upset/damaged. trigger assm set screws altered, trigger has a minimal return. Can offer to replace TPA at 1/2 normal cost. Check over & replace bolt assm at 1/2 normal cost.cm 8/4/11 Received signed trigger waiver.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/25/2011
	Product Type		RF
	Action Type		A

	Assigned To	T.NAGLE	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	22" 270 WIN	
	Date Code	OQ	
	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	Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	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---	
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	
	Pull	---Select---	
	Altered	True	
	Sub-Assembly	M/700 Bolt Lock	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/25/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4013	Broken or Missing Parts	BOLT FACE AND SHROUD UPSET/DAMAGED
	Description		24" 22-250 REM
	Date Code		EX
	Bore Plugged	False	

Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Abused; Functioning	
	Face	Abused; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	DID NOT CLOSE ON BENCH MAX HEADSPACE IS OKAY
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	HAS BEEN BEDDED
	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---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	HAS MIN TRIG RETURN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington.[®]

August 1, 2011

Matthew Berry
13271 Scotts Mill Rd
Culpepper, VA 22701

Dear Mr. Berry,

Following is a waiver that will need to be signed and returned before we can release your firearm. Please sign and return to me at your earliest convenience. Following is my contact information.

We appreciate your patience and cooperation. If you have any questions, call 800-243-9700, ext 8684, Monday-Friday 8-5 EST.

Sincerely,



Christy Mitchell
PO Box 700
870 Remington Dr
Madison, NC 27025
800-243-9700, 8684
Fax: 336-548-7801



Liability Waiver

August 1, 2011

Dear Mr. Berry,

We have received the following firearms: Model 700's., caliber's 270 and 22-250, Serial numbers G6343181 & A6640710.

We have examined your firearms and determined that the Fire Control Mechanism (Trigger Assembly) is in need of repair or replacement due to adjustments made outside the factory. In its current condition we feel that the rifle cannot be operated in a safe manner and should not be used. As such, we recommended to you via repair #'s 236192 & 236125 that we replace the Trigger Assembly. We offered to install the new Trigger Assembly at a reduced price. You approved replacement however would like your original trigger assemblies sent back as is also. We will return them with the firearms provided that you sign this document verifying that:

- You understand that it is Remington's opinion that these trigger assemblies are currently not in a safe condition and should not be used

Sign below:

Matthew Berry

Remington®

Liability Waiver

AUG 04 2011

August 1, 2011

Dear Mr. Berry,

We have received the following firearms: Model 700's, caliber's 270 and 22-250, Serial numbers G6343181 & A6640710.

We have examined your firearms and determined that the Fire Control Mechanism (Trigger Assembly) is in need of repair or replacement due to adjustments made outside the factory. In its current condition we feel that the rifle cannot be operated in a safe manner and should not be used. As such, we recommended to you via repair #'s 236192 & 236125 that we replace the Trigger Assembly. We offered to install the new Trigger Assembly at a reduced price. You approved replacement however would like your original trigger assemblies sent back as is also. We will return them with the firearms provided that you sign this document verifying that:

- You understand that it is Remington's opinion that these trigger assemblies are currently not in a safe condition and should not be used

Sign below:

Matthew Berry

Matthew Berry

[COPY]

06341

24"
EX 10/03
2.5#
.014

July 8, 2011

Matthew Berry
13271 Scotts Mill Rd
Culpepper, VA 22701

Subject: Case #6341, 2 x Model 700's

Dear Mr. Berry,

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 box with "Product Service".

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

RECEIVED
JUL 26 2011

BY:

Head space is .0144.
Bolt face & shroud upset/damaged.
T. A. set screws altered, Tiag. has
A MIN return. can offer to replace
TPA at 1/2 normal cost. check over
& replace bolt assm. at 1/2 normal
cost.

Quote

G6343181

Model: 700



RE00236192

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

PS 22744

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

Model Number:	700 BDL	Serial Number:	G6343181
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name:	MATTHEW C BERRY	Date of Purchase:	4/10/02 WALMART
Address (no PO Boxes): 13271 SCOTTS mill RD			
City:	CULPETER	State:	VA Zip: 22701
Phone (Daytime):	540 824-0360	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) windfall66@yahoo.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:			
<p>bad head spacing - casings get hung and messed up bolt face.</p> <p>date unknown (don't remember)</p>			
500 characters left			
Ammunition Information:			
Manufacturer:	HORNADY	Type:	BALLISTIC TIP
Other (i.e. bullet weight/type, shot size, powder): 50gr VMAX			
Handload Information:			
Powder Used:	H 380	Powder Weight:	35.5gr
Case/Hull Used:	WINCHESTER	Primer Used:	210m
Bullet Type/Shot Size:	55gr	Reloader Used:	RCBS

Firearms Care (Cleaning and Lubrication):		REM OIL
Brand of cleaning solution used:	MONTANA X-TREME (BORE) 2 DROPS REM OIL	
How often do you clean the bore? (Months or Number of rounds)	15 to 20 Rounds	
How often do you clean the action? (Months or Number of rounds)	20 Rounds	
How often do you clean the trigger assembly? (Months or Number of rounds)	50 Rounds	
Brand of lubricant used:	REM OIL WITH TEFLON	
How often do you lubricate the bore? (Months or Number of rounds)	15 to 20 Rounds	
How often do you lubricate the action? (Months or Number of rounds)	15 to 20 Rounds as belt course needed	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	50 Rounds	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?		
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO Gunsmith showed me		
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?		
1 year		
What were the services performed?		
Walker's Custom guns bedding and checked head spacing		
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illon, 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.		

[COPY]

224
007/78
2.5#
1009

6341

July 8, 2011

Matthew Berry
13271 Scotts Mill Rd
Culpepper, VA 22701

Subject: Case #6341, 2 x Model 700's

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Sincerely,

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

RECEIVED
JUL 26 2011

BY:.....

Number:

A6640710

Model: 700



RE00236125

T.A. set screws & 1 turned.
Trig. not returning properly.
Mph & TPA, c less + Test Line
under BLP Box & 20.00 + ship

REDACTED

note
exp. 8/13

Remington Arms Company, Inc. • 870 Remington Drive •
Phone 800-243-9700 • www.remington.com

Madison, NC 27025

PS 22747

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

Model Number:	700 BDL	Serial Number:	A6640710
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name:	MATTHEW C BERRY	Date of Purchase:	1/18/07
Address (no PO Boxes): 13241 SCOTTS MILL RD			
City:	CULPEPER	State:	VA
		Zip:	22701
Phone (Daytime):	540 829-0360	Fax:	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) windfall66@yahoo.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:			
YOU HAVE TO PUT IT ON FIRE TO LOAD AND UNLOAD.			
500 characters left			
Ammunition Information:			
Manufacturer:	HORNADY	Type:	BT & INTERBORNE
Other (i.e. bullet weight/type, shot size, powder):		130gr & 140gr	
Handload Information:			
Powder Used:	IMR 4350	Powder Weight:	4350 4350.53
Case/Hull Used:	WINCHESTER	Primer Used:	REM 9 1/2 LR
Bullet Type/Shot Size:	HORNADY 130gr	Reloader Used:	RCBS

Remington®

Liability Waiver

August 1, 2011

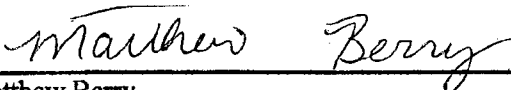
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Sign below:


Matthew Berry



Matthew Berry
13271 Scotts Mill Rd.
Culpeper, VA 22701

NO VA 220

POST OFFICE BOX 700



Christy Mitchell
c/o Remington
PO Box 700
870 Remington Dr.
Madison, NC
27025

27025+6331

