

Remington Arms Co., Inc.
Product Service
Legal Case #:5486

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
239238	8/29/2011	12/22/2010	8/30/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Hart Sr	682 Cedar Grove Rd	Winchester	VA	22603		H 540-667-9638

Incident Information

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

12/22/10 Per call from Hart, he has a 700 LH .270 anhd the last couple of times he has used it, it has fired when the safety was released.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25811	B6619603	DE	9/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
	KAYTON CO WHITEHALL PA	TWO PIECE BASE	Y			

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, can offer to replace TPA, clean, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

12/22/10 Mailing ARS.cm 9/7/11 Per Ilion, could not duplicate concern. Trigger assm dirty. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/30/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	

Barrel	Description		22" 270 WIN
	Date Code		DE
	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	---Select---	CRACKED
	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---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington®

2211
DE 9/84
7#
011

5486

December 21, 2010

John Hart, Sr
682 Cedar Grove Rd
Winchester, VA 22603

Subject: #5486, Model 700

Dear Mr. Hart,

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

could not duplicate concern.
T.A. dirty. can offer to
replace T&A, clean + test fire
AT 1/2 normal cost.

Quote

Serial
Number:

B6619603

Model: 700



RE00239238

RECEIVED
SEP 06 2011

BY: _____

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 LH 270WIN		Serial Number: 86619603	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: JOHN E HART		Date of Purchase:	
Address (no PO Boxes): 682 Cedar Grove Rd			
City: Winchester		State: VA	Zip: 22603-3000
Phone (Daytime): 540-667 9638		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) HARTSNOB@comcast.net			
E-mail Address: HARTSNOB@COMCAST.NET			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. yes			
Please describe your problem and date of occurrence:			
<p>Gun Fired when SAFETY to Fire Happen 5 Times Last 2 yrs</p> <p>LAST TIME WAS in Garage Discharged went through wall of Building when safety was pulled Trigger WAS NOT touched when happened</p> <p>Hunting Season of 2009, 2010, 2011. when Happened.</p> <p>PLEASE CORRECT THIS PROBLEM THANKS</p>			
Ammunition Information: 700 LH 270WIN			
Manufacturer: Remington		Type: Express Core Lokt 270 Win	
Other (i.e. bullet weight/type, shot size, powder):		150 GR. Core Lokt SP.	
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

PS. this is very much a safety Factor
I Hope to use this Gun For A long time!

Firearms Care (Cleaning and Lubrication):	KleenBore Form 3 Gun Conditions
Brand of cleaning solution used:	Ducters nitro solvent Bore cleaner, Rem oil
How often do you clean the bore? (Months or Number of rounds)	2-4 times Year
How often do you clean the action? (Months or Number of rounds)	SAME
How often do you clean the trigger assembly? (Months or Number of rounds)	2 Yrly
Brand of lubricant used:	Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	Months
How often do you lubricate the action? (Months or Number of rounds)	Months
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Months
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Never	
What were the services performed?	
None	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<p>⚠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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	



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 COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	John Hart Sr 682 Cedar Grove Rd Winchester, VA 22603
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 DEC 22, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066192655
REF 1:JOHN HART,SR/CD/CM
REF 2:700

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRGs:			
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 7.45	PUB+HANDLING		7.45







