

Remington Arms Co., Inc.
Product Service
Legal Case #:6985

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
251582/251542	12/22/2011	12/5/2011	12/27/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Sam	Mitchell	555 Grape St	Portland	MI	48875		H 517-526-5005 E sam_and_connie@att.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	premature firing	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

12/5/11 Per email sent to Remington.com, incid #111128-000158, "The two Model 700s have recently given me some problems with premature firing. I was telling one of the other members of our Conservation Club and he told me that he had problems with his and after he had it to the gun shop twice for cleaning and adjustments he still had problems. So he contacted you and was told that the 700 made prior to 1980 were under a Safety Modification Program. He said that he was referred to a repair center, Bachelder Master Gun, located in Grand Rapids, Michigan (616-459-3636) for the modification."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6692420	RQ	11/16/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPT SOUTH SHREVEPORT LA		U			

CONCERN:PREMATURE DISCHARGE

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25630	C6838433	EN	10/12/1993 10:13:00 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BUCKEYE SPORTS SUPPLY		U			

CONCERN: PREMATURE DISCHARGE

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, quote to replace TPA, clean, test fire at special and 1/2 price						
Repair/Replacement Cost	Repair/Replacement Date					

12/5/11 Emailing prepaid shipping labels.cm 1/6/12 Per Ilion, ser # beginning with "A", they could not duplicate the concern. The trigger assm is dirty and sticky and parts work sluggish. Quote to replace TPA, clean, test fire at BLSM price of \$20 + shipping. Ser # starting with "C", they could not duplicate concern. Quote to replace TPA, clean, test fire at 1/2 normal cost.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/27/2011
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		RQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	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	Slightly 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---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY.PARTS WORK SLUGGISH
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/27/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN MR
	Date Code		EN
	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	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	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service #6985

Parts and Repairs: P:800-243-9700/F:336-548-7801

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

22"
12/9/11
5.5"
0.0

Service Request Number SR00005643	Serial Number / Description A6692420 Model 700	Date of Request: 12/05/2011 Date Printed: 12/05/2011
Customer: SAM MITCHELL 555 GRAPE ST PORTLAND, MI 48875 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email: sam_and_connie@att.net	Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

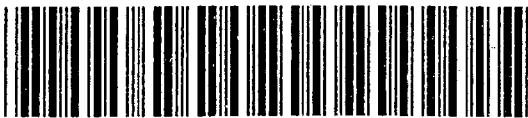
Service Request Section

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:

A6692420

Model: 700



RE00251582

could not duplicate concern
T.N. dirty + sticky parts work
sluggish. replace TPA, clean +
test fire under BLP Ron B 20. +
ship

Quote

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

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

Model Number: <u>Rem 700-270</u>		Serial Number: <u>A6692420</u>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Samuel C Mitchell</u>		Date of Purchase: <u>1970's</u>	
Address (no PO Boxes): <u>555 Grape St</u>			
City: <u>Portland</u>		State: <u>Michigan</u>	Zip: <u>48875</u>
Phone (Daytime): <u>517-526-5004</u>		Fax: <u> </u>	
E-mail Address (if e-mail address is provided, notification of receipt and shipment will be sent): <u>SamuelandConnie47@gmail.com</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington. <u>YES</u>			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; padding: 10px; min-height: 150px; margin-top: 5px;"><u>Premature Firing</u></div> <div style="display: flex; justify-content: space-between; align-items: flex-end; margin-top: 5px;">500characters left</div>			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>270 win</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>130 Grain Core-Lokt</u>			
<u>PTD soft PT R270W2</u>			
Handload Information:			
Powder Used: <u> </u>		Powder Weight: <u> </u>	
Case/Hull Used: <u> </u>		Primer Used: <u> </u>	
Bullet Type/Shot Size: <u> </u>		Reloader Used: <u> </u>	

Model 700 270 Winchester [Incident: 111128-000158]

From: Remington Information <info@remington.com> View Contact
To: sam_and_connie@att.net

Mon, December 5, 2011 8:59:41 AM

Recently you requested personal assistance from our on-line support center. Below is our response.

We are continuing to work on your issue. If you have more information, update your question here:

Subject

Model 700 270 Winchester

Discussion Thread**Response Via Email (Christy)**

12/05/2011 09:59 AM

Mr. Mitchell, I apologize for the delay in responding. I can send you 2 prepaid shipping labels to cover shipment to the factory for inspection of the problem. After inspection we would put the firearm on hold and contact you regarding resolution. I will go ahead and start the process to email you the prepaid shipping labels. If you prefer that I mail them just let me know. You will print the labels out and take the rifles to a UPS terminal to ship no charge.

If you have any questions feel free to call or email me direct at 800-243-9700, ext 8486, christy.mitchell@remington.com.

Sincerely,
Christy Mitchell

Customer By Email (Connie Mitchell)

11/28/2011 06:40 PM

RE: Model 700 270 Winchester Serial # A6692420 And Model 700 270 Winchester Serial # C6838433

The two Model 700s have recently given me some problems with premature firing. I was telling one of the other members of our Conservation Club and he told me that he had problems with his and after he had it to the gun shop twice for cleaning and adjustments he still had problems. So he contacted you and was told that the 700 made prior to 1980 were under a Safety Modification Program. He said that he was referred to a repair center, Bachelder Master Gun, located in Grand Rapids, Michigan (616-459-3636) for the modification. I would like to have both my rifles modified before I injure or kill someone. Please advise, thank you.

Sam Mitchell, 555 Grape Street, Portland, MI 48875, 517 526-5005

Question Reference #111128-000158**Product Level 1: Firearms****Date Created:** 11/28/2011 06:40 PM**Last Updated:** 12/05/2011 09:59 AM**Status:** Unresolved

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700--FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> ----- [---001:002150:04746---]

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your unloaded firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00005643
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service #6985



Electronic Return Label Receipt

This letter includes a UPS return label and a receipt for your records.

Instructions

1. Print Label and Receipt. Select Print from the File menu in this browser window.
2. Retain this page as your receipt.
3. Follow the instructions on the second page to label and ship your package.
4. Take this package to a UPS location, to find your closest UPS location visit www.ups.com/content/us/en/index.jsx and select Drop-Off.

Receipt

**RETURN SERVICE
CUSTOMER RECEIPT**
2011-12-05

SHIP TO: PRODUCT SERVICE #6985
 ARMS SERVICES
 14 HOEFLER AVE
 ILION NY 13357

PACKAGE CONTENTS: FIREARMS

REFERENCE NO.1: SR00005643

UPS GROUND TRACKING #: 1Z4XX5969066445328

Customer Service

Visit us at www.ups.com/content/us/en/index.jsx or call 1-800-PICK-UPS
(7425-877).

Mitchell, Christy

From: Connie Mitchell [sam_and_connie@att.net]
Sent: Thursday, January 26, 2012 9:10 PM
To: Mitchell, Christy
Cc: Troy & Deanna Mitchell
Subject: Re: Quote to repair Remington 700's: Repair #'s 251582 & 251542

Please ship the guns to my son's residence, thank you for your help.

Troy Mitchell
228 Charlotte Hwy.
Portland, MI 48875

From: "Mitchell, Christy" <Christy.Mitchell@remington.com>
To: Connie Mitchell <sam_and_connie@att.net>
Sent: Tue, January 24, 2012 7:45:19 PM
Subject: RE: Quote to repair Remington 700's: Repair #'s 251582 & 251542

We have received the approvals. The factory will not be able to store them another month. I can change the address to ship to a FFL if not back to the original address. Let me know. I have them on ship hold at this time.

Thanks!
Christy Mitchell

From: Connie Mitchell [mailto:sam_and_connie@att.net]
Sent: Tuesday, January 24, 2012 5:34 PM
To: Mitchell, Christy
Subject: Re: Quote to repair Remington 700's: Repair #'s 251582 & 251542

I just wanted to follow up and make sure that you had received both signed approvals to have the work done on the mentioned quotes. As I mentioned on the quotes I was concerned because we are not in Michigan at the time and when they are completed if you cannot hold them until March 1 I would find an alternative shipping destination. We are currently traveling and I am not able to check my computer every day. My telephone number is 517 526-5005. I would hate to have them arrive and be left on the porch... Thank you for your help in this matter.

From: "Mitchell, Christy" <Christy.Mitchell@remington.com>
To: "sam_and_connie@att.net" <sam_and_connie@att.net>
Sent: Fri, January 6, 2012 7:38:38 AM
Subject: Quote to repair Remington 700's: Repair #'s 251582 & 251542

Mr. Mitchell, the 700 rifles have been inspected. Following are the notes from the repairman on each.

Serial # C6838433 (produced in 1993): could not duplicate concern. can offer to replace trigger plate assm, clean and test fire at 1/2 normal cost. Total = \$78.32

Serial # A6692420 (produced in 1978): could not duplicate concern. trigger assm dirty and sticky. parts work sluggish. replace trigger plate assm, clean and test fire under bolt lock program for \$20.00 + shipping. Total = \$37.00

These are on hold until we have your approval. Following is my contact information. I will be in training today however if you would like to give approval, call 800-243-9700 and give them your repair #'s and the CSR can mark your repairs approved and get the repairman to start on them. Repair #'s 251582 & 251542

Sincerely,
Christy Mitchell

Service Request

Remington Service
PO Box 700



Madison, NC 27025-0700

ATTN: Product Service #6985

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

Service Request Number SR00005643	Serial Number / Description A6692420 Model 700	Date of Request: 12/05/2011 Date Printed: 12/05/2011
Customer: SAM MITCHELL 555 GRAPE ST PORTLAND, MI 48875 US Email: sam_and_connec@att.net	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

ARS LABEL REQUEST FORM

DATE:	12/05/2011	Service Request #	SR00005644
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mittchells	email address:	Christy.Mitchell@remington.com

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

SAM MITCHELL
555 GRAPE ST
PORTLAND, MI 48875 US
SR00005644
Email: sam_and_connie@att.net

RETURN ITEM TO:

ILN
Arms Services

C683 8433



4XX596 DEC 5, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066798733
REF 1:SR00005644
REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 9.54		PUB+HANDLING 9.54

ATTN: Product Service #6985



