

Remington Arms Co., Inc.
Product Service
Legal Case #:7040

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
251366	12/21/2011	12/12/2011	12/22/2011	12/2/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jim	Pipcho	812 Poplar St	Clarks Summit	PA	18411		H 570-586-3959 E pip812@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	Fired on safe release	Concern:1007	Fired on Safe Release	Unknown
C				

12/12/11 Per email sent to Remington.com, incid #111206-000052, "I want you to know that I only own one rifle, a Remington model 700, .270cal. I have been hunting for 35 years and have been using this rifle for 30 years. I have had great success with my rifle and have been very happy with your product. This past Friday I harvested an eight point buck. While standing over my prize, I prepared to unload my weapon. Safety first, I pointed my weapon toward the ground, dropped the trap door, pushed the safety off and to my surprise I had an accidental discharge. This was the second time this happened to me , the last was ten years ago."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6777445	BB	1/2/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	SOUTHERN GUN OPA LOCKA FL		U			

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
Replace TPA, clean and test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	40.40	1/8/2012				

12/12/11 Mailing ARS.cm Per Ilion, trigger assm dirty, sticky and rusty. Replace TPA, clean and test fire at BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/22/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
	Description		22" 270 WIN
	Date Code		BB
	Bore Plugged	False	
	Bulged	False	

Barrel	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; Not 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---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY, STICKY, RUSTY TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2.5"
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

frmRepairMain - FGI Repairs

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

frmREInquiry - Repair Inquiry

Repair Number: RE00251366

Serial: A6777445 Model 700 Center Fire Caliber: 270
WIN Produced: 01/02/1981 Repair CNT: 2 SKU: 20000

Repairman:

Verify Repair

Status: New 12/12/2011 12:39:29 PM

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: JIM PIPCHO

JIM PIPCHO

Address 1: 812 POPLAR ST

812 POPLAR ST

Address 2: PO Box:

PO Box:

City: CLARKS SUMMIT

CLARKS SUMMIT

State: PA Zip Code: 18411 Country: US

PA Zip Code: 18411 Country: US

FFL: 01011900

Contact / Condition Problems Estimate History / Status Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE...

Repair Notes

Repairman's Comments

T.A. very dirty, sticky & rusty.
Replace TPA, clean & rust rim
under BLP for \$20. + ship

Problems Found

CSR Comments

Refresh

Close

A6777445

Model: 700



RE00251366

42211
2.5#
BB1/81
011

The UPS Store #3223
1143 Northern Blvd
Clarks Summit, PA. 18411
570-587-1235 Tel
570-587-1392 Fax

RECEIVED

Received DEC 19 2011

CSR:

Danny

Response Date:

Response/File:



Fax Cover

The UPS Store

To: REMINGTON PARTS & REPAIR Fax #: 336-548-7801

Date: 12/19/11 # of Pages (including cover sheet): 3

From: Phone #:

Subject: SERVICE REQUEST # SR 00006391

SER # A6777445 MODEL 700

RIFLE SHIPPED & ON THE WAY
TO YOU. PAPER WORK WAS
LEFT OUT OF BOX

ANY QUESTIONS PLEASE
CALL

SIM PIPCHO

New Name.

New Low UPS® Rates.

Same Helpful Services.

If you are not the intended recipient, do not disclose, copy, distribute or use this information. If you received this transmission in error, please call immediately to arrange return of the documents at no cost to you.

Service Request**Remington Service**
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #7040

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00006391	Serial Number / Description A6777445 Model 700	Date of Request: 12/12/2011 Date Printed: 12/12/2011
Customer: JIM PIPCHO 812 POPLAR ST CLARKS SUMMIT, PA 18411 US		Destination: Arms Services 14 Hochler Ave Bion, NY 13357 US
Email: Christy		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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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:	700	Serial Number:	A6777445	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO				
Name:		Date of Purchase:		
Jim Pircho		1982		
Address (no PO Boxes):				
812 Poplar St				
City:		State:	Zip:	
CLARKS SUMMIT		PA	18411	
Phone (Daytime):		Fax:		
570-586-3959				
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent)				
PIP812@COMCAST.NET				
E-mail Address:				
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.				
Please describe your problem and date of occurrence:				
<p>① ACCIDENTAL DISCHARGE WHEN I CLOSED THE BOLT (APPROX ^{DEC} 2001)</p> <p>② ACCIDENTAL DISCHARGE WHEN I PUSHED THE SAFE OFF (DEC. 2011)</p>				
500 characters left				
Ammunition Information:				
Manufacturer:		Type:		
REMINGTON				
Other (i.e. bullet weight/type, shot size, powder):				
Handicapped Information: N/A				
Powder Used:		Powder Weight:		
Case/Hull Used:		Primer Used:		
Bullet Type/Shot Size:		Reloader Used:		

7040

Reference #
111206-000052
Status
Updated
Assigned To
Administrators
Christy -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
12/06/2011 08:28 AM
Date Initial Solution Response
12/08/2011 10:48 AM
Last Updated
12/08/2011 09:25 PM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

safety**Discussion Thread****Customer (1 pip812@comcast.net)****12/08/2011 09:25 PM**

Christy,
Thank you for responding to my concerns. I look forward to your findings.
You can mail me at:
Jim Pipcho
812 Poplar St.
Clarks Summit, PA 18411

The Serial number is A6777445.
You can email my at this address and I can print the label.

Thank you,
Jim Pipcho

Response (Christy -)**12/08/2011 10:48 AM**

Mr. Pipcho, we would like to have the rifle come to the factory for inspection of the issue you have had in order to determine the cause and resolve the problem. I can send you a UPS prepaid shipping label to cover shipment to our factory for inspection. Please forward your mailing address and the serial number and I will process the return shipping label. I can email it if you can print it out to speed the process.

If you have any questions you can reach me at 800-243-9700 or by email at christy.mitchell@remington.com.

Sincerely,
Christy Mitchell

Note (Danny -)**12/08/2011 07:12 AM**

Dell and Christy

Customer (1 pip812@comcast.net)**12/06/2011 08:28 AM**

Hello,

I want you to know that I only own one rifle, a Remington model 700, .270cal. I have been hunting for 35 years and have been using this rifle for 30 years. I have had great success with my rifle and have been very happy with your product. This past Friday I harvested an eight point buck. While standing over my prize, I prepared to unload my weapon. Safety first, I pointed my weapon toward the ground, dropped the trap door, pushed the safety off and to my surprise I had an accidental discharge. This was the second time this happened to me, the last was ten years ago. I am not going to be able to use this rifle because of this defect.

Could you please respond to my concerns?

Thank you,

Jim Pipcho

570-586-3959

pip812@comcast.net<<mailto:pip812@comcast.net>>

Primary Contact

First Name: 1

Last Name: pip812@comcast.net

Organization:

Login: pip812@comcast.net

Title:

Contact Type:

Email: pip812@comcast.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Mitchell, Christy

From: Danny [Danny.Southard@remington.com]
Sent: Thursday, December 08, 2011 7:12 AM
To: Fulcher, Dell Marie; Mitchell, Christy
Subject: FWD: safety

The following incident has been forwarded to you by:
Danny - (Danny.Southard@remington.com)

*12/8 Emailed reply.
CM*

Sender's Comment

Got another one. Thanks
Reference #111206-000052

Summary: safety
Rule State: End Progress
Date Created: 12/06/2011 08:28 AM
Last Updated: 12/08/2011 07:03 AM
Status: Unresolved
Assigned: Danny -
Model_Number:
Serial_Number:

Discussion Thread

Customer By Email (pip812@comcast.net) - 12/06/2011 08:28 AM Hello,

I want you to know that I only own one rifle, a Remington model 700, .270cal. I have been hunting for 35 years and have been using this rifle for 30 years. I have had great success with my rifle and have been very happy with your product. This past Friday I harvested an eight point buck. While standing over my prize, I prepared to unload my weapon. Safety first, I pointed my weapon toward the ground, dropped the trap door, pushed the safety off and to my surprise I had an accidental discharge. This was the second time this happened to me , the last was ten years ago. I am not going to be able to use this rifle because of this defect.

Could you please respond to my concerns?

Thank you,

Jim Pipcho

570-586-3959

pip812@comcast.net<<mailto:pip812@comcast.net>>

ARS LABEL REQUEST FORM

DATE: 12/12/2011	Service Request # SR00006391
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelles	
email address: Christy.Mitchell@remington.com	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	JIM PIPCHO 812 POPLAR ST CLARKS SUMMIT, PA 18411 US SR00006391 Email: Christy
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 12, 2011 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969066154713 ALL CURRENCY USD
 REF 1:SR00006391
 REF 2:

HANDLING CHARGE 0.00		FRT: 3RD	
SHIPMENT PUB RATE CHARGES:		SVC T/P USD	
DV 0.00	COD 0.00	RS	0.50
DC 0.00	DGD 0.00		
AH 0.00	PR 0.00	ROD	0.00
TOT PUB CHG 7.94		PUB+ HANDLING	7.94

ATTN: Product Service #7040



A6777-445
700
RE00251366







