

Remington Arms Co., Inc.
Product Service
Legal Case #:6392

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
238133	8/17/2011	7/25/2011	8/22/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Edward	Stevenson	451 Water St, Apt 20	East Jordan	MI	49727		C 231-649-1225

Incident Information

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

7/25/11 Per call from Stevenson, this is an ADL and when your run shells through it unloading it it will fire. He said it has happened both when opening and closing the bolt. He hasn't used it since 1980 because of this problem and he wants a new gun.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/.270 WIN	n/a	A6444379	CO	4/1/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS DAYTON OH		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, replace TPA, clean, test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	45.40	8/26/2011				

7/25/11 Mailing ARS and box.cm 8/26/11 Per Ilion, could not duplicate concern. Trigger assm dirty and rusty, sct screws altered. Replace TPA, clean, test fire at BLSM program price of \$20 + S&H.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/22/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		CO
	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	RUSTY
	Face	Slightly Worn; Functioning	RUSTY
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	SLUGGISH
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---	.004
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Remington®

22"
C04/7
5#
1004

16392

July 25, 2011

Edward Stevenson
451 Water St., Apt 20
East Jordan, MI 49727

Subject: Case #6392, Model 700

Dear Mr. Stevenson,

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

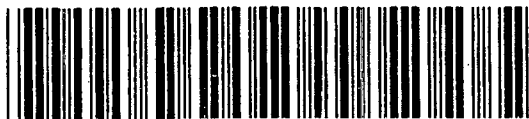
RECEIVED
AUG 26 2011

BY:

Post
Test
Number

A6444379

Model: 700



RE00238133

could not duplicate concern
T.A. dirty + rusty set screws
Altered. Up here TPA, clean +
Test fine under BCP Ron
\$20.00 + ship

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

PS 24911

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

Model Number:	MODEL 700	Serial Number:	A6444379
Are you the original owner?: ☒ YES ☐ NO			
Name:	EDWARD STEVENSON	Date of Purchase:	1977
Address (no PO Boxes): 451 WATER ST. APT. 20			
City:	EAST LONDON	State:	MICH. Zip: 49727
Phone (Daytime):	231-649-1225	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address:			
☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
GUN MISFIRES WHILE UNLOADING AMMO.			
500 characters left			
Ammunition Information:			
Manufacturer:	REMINGTON	Type:	270 WID. 130 GR. CORE LOCK SOFT PT R370 WQ
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: H/O PPE'S

How often do you clean the bore? (Months or Number of rounds) AFTER EVERY DAY USED

How often do you clean the action? (Months or Number of rounds) ~~EVERY YEAR~~ AFTER DEER SE

How often do you clean the trigger assembly? (Months or Number of rounds) N/A CLEAN BY GUNSMITH

Brand of lubricant used: N/A

How often do you lubricate the bore? (Months or Number of rounds) N/A

How often do you lubricate the action? (Months or Number of rounds) N/A

How often do you lubricate the trigger assembly? (Months or Number of rounds) N/A

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☒ YES ☐ NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? ROUGHLY 1980 (HAVEN'T USED GUN SINCE)

What were the services performed? CLEANING AND EXAMINED GUN FOR MISFIRE

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Illion, 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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	7/25/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		I WILL MAIL xxx	
DESCRIPTION: 700 A6444379			

LABEL INFORMATION

MAIL LABEL TO:	Edward Stevenson 451 Water St, Apt 20 East Jordon, MI 49727 231-649-1225
RETURN ITEM TO:	Rem Prod Serv Case # 6392

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

4XX596 JUL 25, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066969325
REF 1: EDWARD STEVENSON/CD/CM
REF 2: 700/A6444379/CASE#6392

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 9.12 PUB+HANDLING 9.12





