

Remington Arms Co., Inc.
Product Service
Legal Case #:7414

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
263521	3/30/2012	2/16/2012	4/2/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Hatch	1215 Cordova	Billings	MT	59101		H 406-670-2290

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Cause:4015 Improper Maintenance Concern:1008 Fired on Bolt Closing		Unknown	

2/16/12 Per call from Hatch, he has a Model 700 that he bought new and has only put about 10 rounds through and recently it misfired. He was loading a bullet and hadn't even pushed the handle down before it fired. The safety is locked up now and won't move.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	71118330	KX	5/20/2003 2:49:58 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT (MT) CORPORATION		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
Can offer to remove TPA, clean, check over, test at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

2/17/12 Mailing ARS. Hatch was going to email the serial number but I have not received yet.cm 3/13/12 Needs a box, sending from Madison.cm 4/12/12 Per Ilion, trigger assm dirty and causing sear to bind on side plates. Can offer to remove TPA, completely clean and check over, test at 1/2 normal cost.cm 4/16 Spoke with David, his dealer told him it was under recall. This serial number not included in recall. He would like us to clean and test. He will call back with payment info. I'm sending an owner's manual with the trigger assm cleaning page flagged.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date		4/2/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		KX
	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	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---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
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/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding	Tests	False	

Test			
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY,SEAR BINDING TO SIDEPLATES WILL FOLLOW DOWN
	Pull	--Select--	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

22"
KX5/03
4.5#

7414

COPY

February 17, 2012

David Hatch
1215 Cordova
Billings, MT 59101

Subject: Case # 7414, Model 700 Barrel, SR# 13086

Dear Mr. Hatch,

Enclosed is a prepaid shipping label to cover shipment of the firearm to our factory for inspection. Please include a copy of this letter with it as well as the Service Request form. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly.** Please mark the small ends of the boxes "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

APR 09 2012

BY:.....

Model: 710



RE00263521

T.A. dirty & causing sear to bind on side plates. can't fire to remove tpa, completely clean & check over, test at 1/2 normal cost

Quote

Remington Arms Company, LLC • 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: 710	Serial Number: 71118330
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: David Hatch	Date of Purchase: 09
Address (no PO Boxes): 1215 Cordova	
City: Billings	State: MT Zip: 59101
Phone (Daytime): 406 670 2290	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Norseman2 @ Bresnan.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:	
Feb 2 2011 There was a brass misfire almost killing my sons friend. A round was put into the chamber and fired the bolt wasn't even closed. I don't want this gun. I want to get a nother one.	
500 characters left	
Ammunition Information:	
Manufacturer: Remington	Type:
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:



ShipRequest™



Ship To: David Hatch
 Company:
 Address 1: 1215 Cordova
 Address 2:
 Address 3:
 City: Billings
 State/Province: Montana
 ZIP/Postal Code: 59101
 Country: United States
 email:
 Phone:
 Account: 230145
 Package Type: Package
 Address Type: Residential
 Deliver By: Tue, March 20, 2012
 Package ID: 8800

DO

Special Instructions:

Sender Name: Christy Mitchell
 email: Christy.Mitchell@remington.com
 Prepared By:
 Phone:

Date: 03-13-12 1 lb 7.8 oz

Acct # : 230145	Base :\$ 7.41
Cust # : ODL0000006452	Spc S:\$ 0.00
Zip/Zone: 59101 / 7	Add :\$ 0.00
Trk # : 1Z4XX5960300026899	Total \$ 7.41
Pkg ID #: 8800	
Service : UPS Ground	

ARS LABEL REQUEST FORM

DATE: 02/17/2012	Service Request # SR00013086
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	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:	DAVID HATCH 1215 CORDOVA BILLINGS, MT 59101 US SR00013086 Email: Christy
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RETURN ITEM TO:	ILN Arms Services
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4XX696 FEB 17, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX6969067380806 ALL CURRENCY USD
 REF 1:SR00013086
 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 12.26 PUB+HANDLING 12.26

ATTN: Prod Serv #7414

710
RE0026352



