

Remington Arms Co., Inc.

Product Service

Legal Case #:4881

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210675	11/17/2010	10/28/2010	11/18/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ken	Baker	622 Deana Way	Rochester	PA	15074		H 724-770-2244 C 724-495-9900

Incident Information

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

10/28/10 Per email sent to the Remington site, incident # 101024-000083, "I haven't used my Rem. Mod. 700 S/N: B6477676 for a very long time, when I stopped using it, it was for safety reasons. It started to release the hammer when closing the bolt and did fire."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6477676	OD	7/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	HORNICKS SPTG GD JOHNSTOWN PA	BOTTOM HALF OF SEE THRU RINGS	U			

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 at 1/2 normal charges						
	Repair/Replacement Cost	Repair/Replacement Date				

10/28/10 Emailing letter and ARS. Call him with any charges before repairing.cm 11/22/10 Per Ilion, could not duplicate. Trig assm dirty, sticky causing parts to work sluggish and bind. Can offer to repape TPA, clean, test at 1/2 normal charges.cm 11/29/10 Baker approved repair.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

BARBER - Kinzer PPS GAL RE 0009782

Examination	Exam Date		11/18/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	THE BBL HAS BEEN PORTED
Barrel	Description		22" 270 WIN
	Date Code		OD
	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	SOME SCRATCHES AND DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
	Condition	Slightly Worn;	DIRTY/STICKY SEAR SLUGGISH

BARBER - Kinzer PPS GAL RE 0009783

Trigger	Functioning		
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		BOTTOM HALF OF SEE THRU RINGS

2211
00782
3.54
1011

4881

October 28, 2010

Ken Baker
622 Deana Way
Rochester, PA 15074

Serial Number:

B6477676

Model: 700



RE00210675

Subject: #4881, Model 700

Dear Mr. Baker,

Per our previous emails, you should receive an email with your prepaid UPS ground shipping labels for shipment of the firearms to our factory within the next 24-48 hours. Please include a copy of the attached 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 "Supry".

I will contact you if there are any charges to get your approval. If it is no charge they will repair and send back.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

could not duplicate concern.
TRIG. ASSM. DIRTY + STICKY CAUSING
PARTS TO WORK SLEGGISH + BIND.
CAN offer to replace TPA, clean
& TEST FIRE AT 1/2 NORMAL
charges.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Quote
\$80.03

27 yrs. old

Cost
27.-
20.23
47.23

Quote
Sorry about the box, had to
send one, & a friend gave it to me.
Ken

frmREInquiry - Repair Inquiry

Repair Number: **RE00210675** Serial: 86477676 Model 700 Center Fire Caliber: 270 Repairman: Bruce Travis
 Status: Approval Hold 11/18/2010 5:38:39 AM

ADDRESS INFORMATION

Customer	<input type="checkbox"/> Received from	Return To	<input type="checkbox"/> Received from
Name: KEN BAKER		KEN BAKER	
Address 1: 622 DEANA WAY		622 DEANA WAY	
Address 2: PO Box		PO Box	
City: ROCHESTER		ROCHESTER	
State: PA Zip Code: 15074 Country: US		PA Zip Code: 15074 Country: US	

FEL

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/17/2010 10...	New	lcpataf	Repair Added	
11/18/2010 5...	Maint	Travisbw	Repair Maintenance	Status: R
11/18/2010 5...	Estimate	Travisbw	Estimate Update	Status: A
11/18/2010 5...	Expedite	pencarl	From: Repair Bench	To: Appro...
11/18/2010 6...	ApprovalH...	System	Immediate SAP Allocation	

Shipping Hold Interface Hold Estimate Sent Parts Received Passed Inspection Return as Received Has Been Approved Internal Repair Exclude TATC

Current Status

Approval Hold 11/18/2010 5:38:39 AM
 Travisbw
 Approve Rack
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search Refresh Close

RECEIVED
 NOV 20 2010
 BY:.....

4881

Status
Unresolved

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

Date Created
10/24/2010 04:27 PM

Initial Response
None

Last Updated
10/26/2010 11:23 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Discussion Thread

Customer (KENNETH BAKER)

10/24/2010 04:27 PM

Gentlen:

I haven't used my Rem. Mod. 700 S/N: B6477676 for a very long time, when I stopped using it, it was for safety reasons. It started to release the hammer when closing the bolt and did fire. Has their ever been a recall on this problem? If not what would the problem be? Before I take it to a gun smith, would like to know the approximate cost for repairs.

I really would like to get it fixed, so as to use it again!
As it is in very good condition.

Thank you,

Ken Baker
622 Deana Way
Rochester, PA 15074

724-770-2244 or 724-495-9900

Primary Contact

First Name: KENNETH

Last Name: BAKER

Organization:

Login: kenbaker622wildgoal@verizon.net

Title:

Contact Type:

Email: kenbaker622wildgoal@verizon.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

183

10/27 Emailed to approve address for ARS. Letter needs to state "call before any charges."



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/28/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA	Email to him at:		
COORDINATOR	<u>kenbaker622wildgoal@verizon.net</u>		
TO MAIL	<input type="checkbox"/> I WILL MAIL		
DESCRIPTION:			
	700		
	B6477676		

LABEL INFORMATION

MAIL LABEL TO:	Ken Baker <u>kenbaker622wildgoal@verizon.net</u>
	622 Deana Way Rochester, PA 15074
RETURN ITEM TO:	Remington Product Service

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

kenbaker622wildgoal@verizon.net

4XX596 OCT 29, 2010 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067890952
 REF 1:KEN BAKER/CD/CM
 REF 2:700/B6477676

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG.		RS 1.00
DV 0.00	COB 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	PUB-HANDLING 8.74
TOT PUB CHG 8.74		









