

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5467

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219516	1/18/2011	12/20/2010	1/19/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kevin	Berg	3503 Lowell Rd	Alpena	MI	49707		

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4039 No Fault Found			
S	had a misfire Concern:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	
C				

12/20/10 Per email sent to Remington.com, incid # 101128-000089, "I had a misfire on my Remington 700. The gun was purchased in 1975. I took the bolt apart and found a small piece of metal inside the bolt body. The metal sticks to a magnet so its not brass. Is this an indication of a possible failure. Sholud I get the bolt body inspected. I couldn't see any obvious flaws in the firing pin and spring assembly."cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	n/a	6814437	AZ	3/1/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPTS HQ DAYTON OHIO	TWO PIECE BASE,TIMNEY TPA	U			

CONCERN:METAL PIECE FOUND IN BOLT

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, test fire, clean						

## Repair/Replacement Cost Repair/Replacement Date

12/20/10 Mailing ARS.cm 1/30/11 Per Ilion, check rifle over completely. Could find no faults. The piece of metal appears to be a soft metal left over from a milling cut or from a pierced primer. Will send for test firing with one of our TPA's installed just for test.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/19/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4039	No Fault Found	THE PIECE OF METAL APPEARS TO BE A BURR LEFT OVER FROM A MILLING CUT OR FROM A PIERCED PRIMER.
Barrel	Description		22" 3006 SPR
	Date Code		AZ
	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	HEADSPACE IS OKAY
	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		NOT OF REM MFG
	Function	---Select---	
Sear	Lift	---Select---	N/A
	Notch	---Select---	N/A
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	---Select---	NOT OF REM MFG
	Pull	---Select---	
	Altered	False	
Non-Remington Components	Description		TWO PIECE BASE,TIMNEY TPA

# Remington®

22"  
A2 3/75  
-21

5467

December 20, 2010

Kevin Berg  
3503 Lowell Rd  
Alpena, MI 49707

Subject: #5467, Model 700

Dear Mr. Berg,

Thank you for your patience. Enclosed is a 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 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](mailto:christy.mitchell@remington.com)

RECEIVED  
JAN 20 2011

BY: .....

Serial Number:

6814437

Model: 700



RE00219516

check rifle over completely.  
could find no faults. The  
piece of metal appears to be a  
soft metal, a left over piece  
from a milling cut not removed.  
or from a pierced primer.  
will send for test firing with  
slave TPA.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

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

Model Number: <u>Rem 700 BDL</u>	Serial Number: <u>6814437</u>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>Kevin Berg</u>	Date of Purchase: <u>1975</u>
Address (no PO Boxes): <u>3503 Lowell rd.</u>	
City: <u>Alpena</u>	State: <u>MI.</u> Zip: <u>49707</u>
Phone (Daytime): <u>989-356-3439</u>	Fax: <u></u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>justtogetstuff@yahoo.com</u>	
E-mail Address: <u></u>	
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence:	
<p>I had a misfire during a hunt. I took the bolt apart and found a small piece of metal inside the bolt body. I was concerned that this could be an indication of a possible failure. I couldn't see any obvious flaws in the firing pin and spring assembly.</p> <p>The metal was lodged in the firing pin hole on the inside of the bolt.</p> <p>The small piece of metal that was found is in the plastic container alongside the rifle.</p>	
500 characters left	
Ammunition Information:	
Manufacturer: <u>Remington</u>	Type: <u>corelock 150 psp</u>
Other (i.e. bullet weight/type, shot size, powder): <u></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>

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppe's #9 and Hoppe's #9 Birchwood case hardener
How often do you clean the bore? (Months or Number of rounds)	After every deer season 1/year
How often do you clean the action? (Months or Number of rounds)	same
How often do you clean the trigger assembly? (Months or Number of rounds)	never
Brand of lubricant used:	Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	After I clean it 1/year
How often do you lubricate the action? (Months or Number of rounds)	same
How often do you lubricate the trigger assembly? (Months or Number of rounds)	never
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
never	
What were the services performed?	
<p>Remington Arms Co., Inc.          Attn: Arms Service Division          14 Hoefler Avenue          Ilion, NY 13357</p>	
<p>⚠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.</p> <p>:: 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.</p>	

5467

<b>Reference #</b>
101128-000089
<b>Status</b>
Waiting
<b>Assigned To</b>
Administrators Christy -
<b>Product</b>
Firearms Centerfire Rifles
<b>SLA</b>
Not specified
<b>Queue</b>
CSR
<b>Date Created</b>
11/28/2010 06:37 PM
<b>Initial Response</b>
12/07/2010 09:48 PM
<b>Last Updated</b>
12/20/2010 11:03 AM
<b>Customer SmartSense</b>
0 (on -3 to +3 scale)
<b>Staff SmartSense</b>
0 (on -3 to +3 scale)

**metal in bolt body****Discussion Thread****Response (Christy -)**

12/20/2010 11:03 AM

Mr. Berg, we will need to inspect the rifle and test fire it so send the rifle complete, except for your scope and sling. You should receive the prepaid label by the end of this week or first of next week due to Christmas.

**Customer (Kevin Berg)**

12/15/2010 08:11 PM

My mailing address is  
Kevin Berg  
3503 Lowell rd.  
Alpena, MI. 49707  
Do I need to send in the entire rifle or just the bolt?  
Kevin Berg

— On Tue, 12/7/10, Remington Information wrote:

From: Remington Information  
Subject: metal in bolt body [Incident: 101128-000089]  
To: justtogetstuff@yahoo.com  
Date: Tuesday, December 7, 2010, 9:48 PM

**Response (Christy -)**

12/07/2010 09:48 PM

Mr. Berg, I apologize for the delay in responding. We can inspect the rifle at the factory to determine if there are any broken or worn parts. Forward your mailing address and I can send a prepaid shipping label to cover shipment to our factory for inspection.

Sincerely,  
Christy Mitchell

**Customer (Kevin Berg)**

11/28/2010 06:37 PM

I had a misfire on my Remington 700. The gun was purchased in 1975. I took the bolt apart and found a small piece of metal inside the bolt body. The metal sticks to a magnet so its not brass. Is this an indication of a possible failure. Sholud I get the bolt body inspected. I couldn't see any obvious flaws in the firing pin and spring assembly. Thank you.  
Kevin Berg

**Primary Contact**

**First Name:** Kevin  
**Last Name:** Berg  
**Organization:**  
**Login:** justtogetstuff@yahoo.com  
**Title:**  
**Contact Type:**  
**Email:** justtogetstuff@yahoo.com  
**Email - Alternate #1:**  
**Email - Alternate #2:**  
**Office Phone:**  
**Mobile Phone:**  
**Fax:**  
**Assistant Phone:**  
**Home Phone:**  
**Street**  
**City**  
**State/Province**  
**Postal Code**  
**Country**

**Additional Information**

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	12/20/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		xx I WILL MAIL	
DESCRIPTION:  700			

## LABEL INFORMATION

MAIL LABEL TO: Kevin Berg 3503 Lowell rd. Alpena, MI. 49707
RETURN ITEM TO: Rem Prod Service

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

4XX596 DEC 21, 2010 ALL CURR USD 1 OF 1  
 SVC GNDCOM ACT WT 10.0 LBS  
 TRACKING# 124XX5969065239026  
 REF 1:KEVIN BERG/CD/CM  
 REF 2:700  
  
 HANDLING CHARGE 0.00 SVC T/P USD  
 SINGLE-PIECE PUB RATE CHRG: RS 0.50  
 DV 0.00 COD 0.00 SD 0.00  
 DC 0.00 DGD 0.00 SP 0.00  
 AH 0.00 PR 0.00 PUB+HANDLING 8.24  
 TOT PUB CHG 8.24