

Remington Arms Co., Inc.
Product Service
Legal Case #:5368

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218205	1/10/2011	11/30/2010	1/11/2011	11/29/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Terry	Boyle	5590 Dutch Ridge Rd	Beaver	PA	15009		C 724-650-6167 E boylet5590@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired on safety release	Concern:1007 Fired on Safe Release		Unknown
C				

11/30/10 Per email sent to Remington.com, incid # 101130-000033, "After loading my rifle yesterday while deer hunting, my gun discharged while I took my safety to the off position."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6296369	KI	5/3/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
6/1/1976	JERRYS SPT CTR MONTDALE PA	TWO PIECE BASE	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
Per Ilion, replace TPA, clean, test at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	43.18	1/20/2011				

12/9/10 Mailing ARS.cm 1/20/11 Per Ilion, could not duplicate concern. Trigger assm dirty, sticky, rusty, parts work sluggish. Replace TPA, clean, test fire under BLSM program price of \$20 + shipping.cm 1/20/11 Per phone, Boyle approved repair. I asked if he has an owner's manual and he said he has downloaded one from the website.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/11/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		22" 270 WIN
	Date Code		KI
	Bore Plugged	False	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5368&Type=Case

1/20/2011

Barrel	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	BINDS
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---	.008
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY,RUSTY PARTS WORK SLUGGISH
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington®

22"
K5 S76
7#
008

5368

December 9, 2010

Terry Boyle
5590 Dutch Ridge Rd
Beaver, PA 15009

Subject: #5368, Model 700

Dear Mr. Boyle,

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

RECEIVED
JAN 11 2011

BY:

27
35
20.40
82.16
39.22
43.18

Serial Number:

A6296369

Model: 700



RE00218205

could not duplicate concern
T.A. dirty, sticky, rusty. parts
work sluggish. RephaCTPA,
clean a test fire under
BCP for \$20.00 + ship

Quote

Remington Arms Company, Inc. • 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: 700	Serial Number: AG296369
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: TERRY BOYLE	Date of Purchase: June 1976
Address (no PO Boxes): 5590 DUTCH RIDGE RD	
City: BEAVER	State: PA Zip: 15009
Phone (Daytime): 724 650 6167	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) BOYLET5590@COMCAST.NET	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: ON 11-29-10 FIRST DAY OF PA DEER SEASON, GOT TO SPOT WITH MY SON. I LOADED MY 270 CLOSED THE BOLT, TRIED TO PUT SAFETY ON, BUT IT WOULD NOT MOVE. TOOK BOLT OUT, INSPECTED IT, FOUND NOTHING. PUT BOLT BACK IN WITH SAFETY ON, THEN I TOOK SAFETY OFF, THE GUN DISCHARGED WITH NO TRIGGER ACTION	
500 characters left	
Ammunition Information:	
Manufacturer: REMINGTON	Type: COR&LAK
Other (i.e. bullet weight/type, shot size, powder): 150 GR	
Handload Information: N/A	
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:	HOPKES
How often do you clean the bore? (Months or Number of rounds)	EVERY TIME AFTER FIRING
How often do you clean the action? (Months or Number of rounds)	1 / YEAR
How often do you clean the trigger assembly? (Months or Number of rounds)	1 / YEAR
Brand of lubricant used:	HOPKES
How often do you lubricate the bore? (Months or Number of rounds)	2 / YEAR
How often do you lubricate the action? (Months or Number of rounds)	1 / YEAR
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1 / YEAR
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input 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 Hosflier 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>	

Reference #
101130-000033

Status
Updated

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

Date Created
11/30/2010 09:56 AM

Initial Response
12/01/2010 11:20 AM

Last Updated
12/01/2010 09:56 PM

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

Staff SmartSense
+2 (on -3 to +3 scale)

Remington Model 700**Discussion Thread****Customer (Terry B)**

12/01/2010 09:56 PM

On 12/1/2010 11:20 AM, Remington Information wrote:

Recently you requested personal assistance from our on-line support center. Below is our response. We will assume your issue has been resolved if we do not hear from you within 72 hours. Thank you for allowing us to be of service to you. To access your question from our support site, click here.

Subject

Remington Model 700

I enter my address for the shipping label. I will gladly send you the rifle after deer season.

Discussion Thread

Response (Chris)
12/01/2010 11:20 AM

Terry, I can send you a UPS ground prepaid shipping label to cover shipment to our factory for inspection. After inspection I would call you with the results and resolution. Let me know if you want it mailed to the address in your email. That will be the address it will ship back to as well.

Customer (Terry B)
11/30/2010 09:56 AM

After loading my rifle yesterday while deer hunting, my gun discharged while I took my safety to the off position.

Question Reference #101130-000033

Product Level 1:
Firearms

Date Created:
11/30/2010 09:56 AM

Last Updated:
12/01/2010 11:20 AM

Status:
Waiting

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. - America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700-FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety>

Response (Christy -)

12/01/2010 11:20 AM

Terry, I can send you a UPS ground prepaid shipping label to cover shipment to our factory for inspection. After inspection I would call you with the results and resolution. Let me know if you want it mailed to the address in your email. That will be the address it will ship back to as well.

Customer (Terry B)

11/30/2010 09:56 AM

After loading my rifle yesterday while deer hunting, my gun discharged while I took my safety to the off position.

Primary Contact**First Name:** Terry**Last Name:** B**Organization:****Login:** boylet5590@comcast.net**Title:****Contact Type:****Email:** boylet5590@comcast.net**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:** (724) 650-6167**Fax:****Assistant Phone:**http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_sid=v... 12/8/2010

Home Phone:

Street

City

State/Province PA

Postal Code

Country US

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:	8-Dec	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:	Terry Boyle 5590 Dutch Ridge Rd Beaver PA 15009
RETURN ITEM TO:	Rem Prod Serv

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

4XX596 DEC 9, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067482027
REF 1:TERRY BOYLE/CD/CM
REF 2:700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.20 PUB+HANDLING 8.20







