

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4911

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213011	12/7/2010	11/1/2010	12/8/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ken	Grumski	162 Southbridge Dr.	Cranberry Twp.	PA	16066		H 724-766-7750 E kpgrum@zoominternet.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1028	Fired With Safe ON	Unknown	
C	Fired with Safety on			

Customer sent in an email. He stated that his Model 700 fired with the safety on. Wanted to know if there was a recall. Wanted to know if he should continue to use it. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6557370	AE	3/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
	UDISCO SALT LAKE CITY UT	SCOPE,RINGS,TWO PIECE BASE	U			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$64.73	12/14/2010				

11/1/10: Sending ARS, letter, form. df 12/14/10: Per Ilion - Could not duplicate concern. Is hard off safe. Replace TA, clean & test fire @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/8/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		AE
	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	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		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	HARD OFF SAFETY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE,RINGS,TWO PIECE BASE

frmREInquiry - Repair Inquiry																																							
Repair Number: <b>RE00213011</b>		Serial: B6557370 Model 700 Center Fire Caliber 270 WIN			Repairman: Dale Lewis		Status: Repairing 12/8/2010 1:30:04 PM																																
Verify Repair:																																							
<b>ADDRESS INFORMATION</b>																																							
<b>Customer</b>					<b>Received from</b>																																		
Name: KENNETH GRUMSKI					Name: KENNETH GRUMSKI																																		
Address 1: 162 SOUTHBRIDGE DR					Address 1: 162 SOUTHBRIDGE DR																																		
Address 2: PO Box:					Address 2: PO Box:																																		
City: CRANBERRY TOWNSHIP					City: CRANBERRY TOWNSHIP																																		
State: PA		Zip Code: 16066		Country: US		State: PA		Zip Code: 16066 Country: US																															
FFL: [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]																																							
<div style="display: flex; justify-content: space-between;"> <span>Contact / Condition</span> <span>Problems</span> <span>Estimate</span> <span>History / Status</span> <span>Shipping / Billing</span> </div>																																							
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> <th>Desc2</th> </tr> </thead> <tbody> <tr> <td>12/7/2010 7:5...</td> <td>New</td> <td>lopataf</td> <td>Repair Added</td> <td></td> </tr> <tr> <td>12/7/2010 7:5...</td> <td>Expedite</td> <td>lopataf</td> <td>From: Check In</td> <td>To:</td> </tr> <tr> <td>12/8/2010 11:...</td> <td>Maint</td> <td>Travisbw</td> <td>Repair Maintenance</td> <td>Status: R</td> </tr> <tr> <td>12/8/2010 1:2...</td> <td>Estimate</td> <td>lewisdb</td> <td>Estimate Update</td> <td>Status: P</td> </tr> <tr> <td>12/8/2010 1:3...</td> <td>Repairing</td> <td>System</td> <td>Immediate SAP Allocation</td> <td></td> </tr> </tbody> </table>					Date	Code	User ID	Desc1	Desc2	12/7/2010 7:5...	New	lopataf	Repair Added		12/7/2010 7:5...	Expedite	lopataf	From: Check In	To:	12/8/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: R	12/8/2010 1:2...	Estimate	lewisdb	Estimate Update	Status: P	12/8/2010 1:3...	Repairing	System	Immediate SAP Allocation		<div style="display: flex; flex-direction: column;"> <div style="margin-bottom: 5px;"><input type="checkbox"/> Shipping Hold</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> Interface Hold</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> Estimate Sent</div> <div style="margin-bottom: 5px;"><input checked="" type="checkbox"/> Parts Received</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> Passed Inspection</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> Return as Received</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> Has Been Approved</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> Internal Repair</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> Exclude TATC</div> </div>				
Date	Code	User ID	Desc1	Desc2																																			
12/7/2010 7:5...	New	lopataf	Repair Added																																				
12/7/2010 7:5...	Expedite	lopataf	From: Check In	To:																																			
12/8/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: R																																			
12/8/2010 1:2...	Estimate	lewisdb	Estimate Update	Status: P																																			
12/8/2010 1:3...	Repairing	System	Immediate SAP Allocation																																				
					<div style="display: flex; justify-content: space-between;"> <div> <b>Current Status</b>  Repairing  12/8/2010 1:30:04 PM  System  Factory  Repair Location:  ILN  Current Location:  ILN  Transfer Number: </div> </div>																																		
<div style="display: flex; justify-content: space-between;"> <div>Repair Search</div> <div>Refresh</div> <div>Close</div> </div>																																							

22"  
AE 3/8"  
5#

4911

**COPY**

November 1, 2010

Ken Grumski  
162 Southbridge Dr.  
Cranberry Twp., PA 16066  
Ph: 724-766-7750

Ref: # 4911

Dear Mr. Grumski,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

**Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the boxes with the name "Supry".** Mr. Supry will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

Serial  
Number:

**B6557370**

**Model: 700**



**RE00213011**

could not dupl, note concern.  
is hand off safe. replace TPA,  
clean & test fire ATN/C

#230145

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)

<b>Model Number:</b>		<b>Serial Number:</b>	
<b>Name:</b> KENNETH GRUMSKI		<b>Date of Purchase:</b> CAN NOT Remember	
<b>Address (no PO Boxes):</b> 162 Southridge Drive			
<b>City:</b> CRAWBERRY TWP		<b>State:</b> PA	<b>Zip:</b> 16066
<b>Phone (Daytime):</b> 724-312-3081		<b>Fax:</b>	
<b>E-mail Address:</b> KPGRUM @ Zoominternet.NET			
<b>Please describe your problem:</b>  The rifle has mis fire twice once while loading and once while engaging the bolt after firing  <div>500 characters left</div>			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<input type="checkbox"/> <b>WARNING:</b> DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. <b>THIS IS A VIOLATION OF FEDERAL LAW.</b> 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. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. <div><input type="button" value="Print"/> <input type="button" value="Reset"/></div>			

4911

<b>Reference #</b>
101028-000132
<b>Status</b>
Updated
<b>Assigned To</b>
Administrators
Dell -
<b>Product</b>
Firearms
<b>SLA</b>
Not specified
<b>Queue</b>
CSR
<b>Date Created</b>
10/28/2010 09:13 PM
<b>Initial Response</b>
10/29/2010 02:03 PM
<b>Last Updated</b>
10/29/2010 02:57 PM
<b>Customer SmartSense</b>
+2 (on -3 to +3 scale)
<b>Staff SmartSense</b>
+1 (on -3 to +3 scale)

## mis fired with safety on

### Discussion Thread

Customer (Ken & Paula)

10/29/2010 02:57 PM

Dell;  
Per your request:  
Rifle information:  
Model 700 - 270 win  
Serial #: B6557370  
Owner Information:  
Kenneth Grumski  
162 Southridge Drive  
Cranberry Twp, PA 16066  
724-766-7750  
  
From: Remington Information [mailto:info@remington.com]  
Sent: Friday, October 29, 2010 2:03 PM  
To: kgrum@zoominternet.net  
Subject: mis fired with safety on [Incident: 101028-000132]

Response (Dell -)

10/29/2010 02:03 PM

Dear Mr. Grumski,  
We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

Sincerely,  
Dell

Note (Daniel -)

10/29/2010 08:36 AM

fwd to dell

Customer (Ken & Paula)

10/28/2010 09:13 PM

Dear Sirs,

My Remington 270 model 700 has miss fired with the safety on. Is there safety recall on this model? Please respond. Should I continue to use it?

Ken Grumski  
724-766-7750

### Primary Contact

First Name: Ken &  
Last Name: Paula  
Organization:

Login: kgrum@zoominternet.net  
Title:  
Contact Type:

Email: kgrum@zoominternet.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

**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/1/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL <b>XXXXXX</b>	
DESCRIPTION: Ref# 4911 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Ken Grumski 162 Southbridge Dr. Cranberry Twp., PA 16066 Ph: 724-766-7750
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX556 NOV 1, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5569067280156  
REF 1: KEN GRUMSKI/CD/DMF  
REF 2: 4911/RIFLE  
  
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 DCD 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 7.45 PUB+HANDLING 7.45







