

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5048

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211409	11/23/2010	11/10/2010	11/24/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Himel	1507 Texas Ave.	Bastrop	LA	71220		H 318-282-6176 E bobhydro1@suddenlink.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	Concern:1020	Fired on Bolt Opening		Unknown
C	Fired on bolt opening			

11/10/10: Customer called in. He stated his rifle fired on the bolt opening last year. No injury - No damage. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6719874	BV	1/1/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	G LOCKWOOD SPTG LIT ROCK AR		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
Per Ilion - Quote to repair under BLM program						

## Repair/Replacement Cost Repair/Replacement Date

\$45.23 11/29/2010

11/10/10: Emailing ltr &amp; form to customer. Media Coord. will email ARS. df 11/29/10: Per Ilion - Altered adjustment/components. Will follow down. No trigger return. set screws altered. Replace TA, clean &amp; fire under BLM program - quote. df 11/29/10: I spoke to cust. He disputed our findings. He apprvd repair &amp; pd by CC#. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/14/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 270 WIN
	Date Code		BV
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN NO TRIGGER RETURN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

**frmREInquiry - Repair Inquiry**

Repair Number: **RE00211409** Serial: A6713974 Model 700 Center Fire Caliber 270 WIN Repairman: Status: Repairing 11/24/2010 11:23:58 AM

**ADDRESS INFORMATION**

Customer: **ROBERT HIMEL** Received from: **ROBERT HIMEL** Returned from:

Name: **ROBERT HIMEL** Address 1: **1507 TEXAS AVE.** Address 2: **PO Box** City: **BASTROP** State: **LA** Zip Code: **71220** Country: **US**

FFL: **LA** **71220** **US**

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

Date	Code	User ID	Desc1	Desc2
11/23/2010 12:00	New	lpatell	Repair Added	
11/23/2010 5:00	EmailSent	AmEmail	Repair Received	BOBHYDRO
11/23/2010 5:00	EmailVerified	AmEmail	Receipt	BOBHYDRO
11/24/2010 11:00	Maint	Travisbw	Repair Maintenance	Status: Reps
11/24/2010 11:00	Maint	Travisbw	Repair Maintenance	Status: Reps

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

Current Status: **Repairing** 11/24/2010 11:23:58 AM

lpatell  
Repair Bench  
Repair Location  
ILN  
Current Location  
ILN  
Transfer Number

Repair Search Refresh Close

RECEIVED  
NOV 29 2010

BY: .....

5048

COPY

22"  
BV 1/79  
2#  
010

November 10, 2010

Robert Himel  
1507 Texas Ave.  
Bastrop, LA 71220  
Ph: 318-282-6176

Ref: # 5048

Dear Mr. Himel,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

**Please include a copy of this letter & our form 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 box with "Product Service". Product Service 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

enclosure

will follow down no trip return,  
get screws altered. Replace TPA  
clean & Test fire under BLP  
For \$20.00 + ship

Quote

Serial Number:

A6719874

Model: 700



RE00211409

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)

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>A6719874</u>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>ROBERT HIMEL</u>		Date of Purchase: <u>late 1970's early 80's</u>	
Address (no PO Boxes): <u>1507 TEXAS AVE.</u>			
City: <u>BASTROP</u>	State: <u>LA</u>	Zip: <u>71220</u>	
Phone (Daytime): <u>(318) 282-6176</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>BOBHYDE01@Suddenlink.net</u>			
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: <u>GUN FIRES WHEN YOU UNLOAD.</u> <u>TWICE 2008 ONCE 2009 DURING HUNTING</u> <u>SEASON. (OTHERS PRESENT)</u> <u>Has happened during cleaning (without shell)</u> <u>RIFLE NOT FIRED MUCH, IN THE TIME I</u> <u>HAVE OWNED IT. LESS THEN 50 TIMES.</u> 500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>EXPRESS CORE-LOKT</u>	
Other (i.e. bullet weight/type, shot size, 270 WIN powder): <u>130GR. CORE-LOKT PSP R27012</u>			
Handload Information:			
<del>Powder Used:</del>		<del>Powder Weight:</del>	
<del>Case/Hull Used:</del>		<del>Primer Used:</del>	
<del>Bullet Type/Shot Size:</del>		<del>Reloader Used:</del>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	<u>OUTER'S BORE CLEANER</u>
How often do you clean the bore? (Months or Number of rounds)	<u>AFTER USE</u>
How often do you clean the action? (Months or Number of rounds)	<u>AFTER USE</u>
How often do you clean the trigger assembly? (Months or Number of rounds)	<u>AFTER USE</u>
Brand of lubricant used:	<u>REM OIL</u>
How often do you lubricate the bore? (Months or Number of rounds)	<u>AFTER USE</u>
How often do you lubricate the action? (Months or Number of rounds)	<u>AFTER USE</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<u>AFTER USE</u>
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? <u>NONE</u>	
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p align="center"><b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoefler Avenue</b>  <b>Ilion, NY 13357</b></p>	
<input type="checkbox"/> <b>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.</b>	
<p align="center">:: Record the serial number of your firearm before sending it.</p> <p align="center">:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p align="center">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p align="center">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p align="center">:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>	



11/10/10

Emailed to cust.

November 10,

Robert Himel  
1507 Texas Ave.  
Bastrop, LA 71220  
Ph: 318-282-6176

Ref: # 5048

Dear Mr. Himel,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

**Please include a copy of this letter & our form 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 box with "Product Service".** Product Service 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

enclosure

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)

**COPY**

November 10, 2010

Robert Himel  
1507 Texas Ave.  
Bastrop, LA 71220  
Ph: 318-282-6176

Ref: # 5048

Dear Mr. Himel,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

**Please include a copy of this letter & our form 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 box with "Product Service".** Product Service 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

enclosure

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)



Print

Reset

<b>Model</b> Number: <input type="text"/>		<b>Serial</b> Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
(Daytime) Phone: <input type="text"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
<b>E-mail Address:</b> <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b> <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
<b>Ammunition Information:</b>			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
<b>Handload Information:</b>			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: _____
How often do you clean the bore? (Months or Number of rounds) _____
How often do you clean the action? (Months or Number of rounds) _____
How often do you clean the trigger assembly? (Months or Number of rounds) _____
Brand of lubricant used: _____
How often do you lubricate the bore? (Months or Number of rounds) _____
How often do you lubricate the action? (Months or Number of rounds) _____
How often do you lubricate the trigger assembly? (Months or Number of rounds) _____
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____
What were the services performed? _____
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>
<input type="checkbox"/> <b>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.</b>  :: 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.

:: 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.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

**Fulcher, Dell Marie**

---

**From:** Mail Administrator [Postmaster@suddenlink.net]  
**To:** bobhydro1@suddenlink.net  
**Sent:** Wednesday, November 10, 2010 2:35 PM  
**Subject:** Delivered: Robert Himel - Ref# 5048

**Your message has been delivered to the following recipients:**

[bobhydro1@suddenlink.net](mailto:bobhydro1@suddenlink.net)

Subject: Robert Himel - Ref# 5048

**Fulcher, Dell Marie**

---

**From:** Bobby Himel [bobhydro1@suddenlink.net]  
**To:** Fulcher, Dell Marie  
**Sent:** Wednesday, November 10, 2010 5:31 PM  
**Subject:** Read: Robert Himel - Ref# 5048

Your message was read on Wednesday, November 10, 2010 5:31:01 PM (GMT-05:00) Eastern Time (US & Canada).

BARBER - Kinzer PPS GAL RE 0011025

NOV 11, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969066100397  
REF 1: ROBERT HIMEL/CD/DMF  
REF 2: 5048/RIFLE

*Remington.*

www.remington.com

bobhydro1@suddenlink.net

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs:  
DV 0.00 COD 0.00 SVC T/P USD  
DC 0.00 DGD 0.00 RS 1.00  
AH 0.00 PR 0.00 SD 0.00  
TOT PUB CHG 9.95 PUB+HANDLING SP 0.00 9.95

DATE:	11/10/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
<b>PLEASE CHECK ONE</b>			
MEDIA			
COORDINATOR	XXXXXX	I WILL MAIL	
TO MAIL			
DESCRIPTION: Ref# 5048 Rifle			

LAE

MAIL LABEL TO: Robert Himel

1507 Texas Ave.

Bastrop, LA 71220

Ph: 318-282-6176

Email: bobhydro1@suddenlink.net

bobhydro1@suddenlink.net

Email ARS to customer

RETURN ITEM TO Remington Arms

Attn: Product Service

Ilion, NY

~~4XX596 NOV 10, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969067943216  
REF 1: ROBERT HIMEL/CD/DMF  
REF 2: 5048/RIFLE~~

~~HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs  
DV 0.00 COD 0.00 SVC T/P USD  
DC 0.00 DGD 0.00 RS 1.00  
AH 0.00 PR 0.00 SD 0.00  
TOT PUB CHG 9.95 PUB+HANDLING SP 0.00 9.95~~

**SEND TO THE MEDIA COORDINATOR**

BARBER - Kinzer PPS GAL RE 0011025

PS 12913







