

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5049

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214109	12/10/2010	11/10/2010	12/14/2010	11/7/2010			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeff	Phillips	224 Maple Ct	Rockwall	TX	75032		W 903-873-4087

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when he opened bolt	Cause:4038 Could Not Duplicate Concern Concern:1020 Fired on Bolt Opening		Unknown
C				

11/10/10 Per call from Phillips, he squeezed the trigger on the 700 twice and it did not fire, he went to open the bolt and it fired. He thinks some parts are sticking. He bought it second hand from his stepfather who was the original owner in the '80's.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	C6462658	RJ	11/7/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	THE GUN & TACKLE STORE		N			

CONCERN:FIRE OPENING BOLT

## 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, replace TPA, clean, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

11/10/10 Mailing ARS.cm 12/22/10 Per Ilion, could not duplicate concern. Trig assm dirty and sticky causing parts to work sluggish. Replace TPA, clean, test fire at 1/2 normal cost. Emailing inspect/quote to Phillips.cm 12/30/10 Phillips approved by email sent 12/29 and I called him for credit card info.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2010
	Product Type		RF

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5049&Type=Case>

12/30/2010

## BARBER - Kinzer PPS GAL RE 0011850

	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		RJ
	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	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		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY SLUGGISH
	Pull	---Select---	4.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

22"  
RS 11/89  
4.5\*  
.013

5049

November 10, 2010

Jeff Phillips  
224 Maple Ct  
Rockwall, TX 75032

Subject: #5049, Model 700

Dear Mr. Phillips,

Per our phone conversation, enclosed is the prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. 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 as 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)

enclosure

could not duplicate concern,  
T.A. DIRTY & STICKY causing  
parts to work sluggish.  
replace TPA, clean & test line  
AT 1/2 normal cost.

Quote

Serial  
Number:

C6462658

Model: 700



RE00214109

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)

frmREInquiry - Repair Inquiry						
Repair Number:	<b>RE00214109</b>	Serial: C6462658 Model 700 Center Fire Caliber: 270 WIN Produced: 11/07/1989 SKU: 25791	Repairman: _____			
Verify Repair		Status:	New 12/12/2010 6:28:29 AM			
<b>ADDRESS INFORMATION</b>						
<b>Customer</b>		<input checked="" type="radio"/> Received from	<b>Return To</b>			
		<input type="radio"/> Received from				
Name:	JEFF PHILLIPS	Name:	JEFF PHILLIPS			
Address 1:	224 MAPLE CT	Address 1:	224 MAPLE CT			
Address 2:	PO Box	Address 2:	PO Box			
City:	ROCKWALL	City:	ROCKWALL			
State:	TX Zip Code: 75032 Country: US	State:	TX Zip Code: 75032 Country: US			
FFL: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>						
<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>						
Date	Code	User ID	Desc1	Desc2	<input type="checkbox"/> Shipping Hold <input type="checkbox"/> Interface Hold <input type="checkbox"/> Estimate Sent <input type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return as Received <input type="checkbox"/> Has Been Approved <input type="checkbox"/> Internal Repair <input type="checkbox"/> Exclude TATC	<b>Current Status</b> <div style="border: 1px solid black; padding: 2px;">New</div> <div style="border: 1px solid black; padding: 2px;">12/12/2010 6:28:29 AM</div> <div style="border: 1px solid black; padding: 2px;">lopatafl</div> <div style="border: 1px solid black; padding: 2px;">Repair Bench</div> <div style="border: 1px solid black; padding: 2px;">Repair Location</div> <div style="border: 1px solid black; padding: 2px;">ILN</div> <div style="border: 1px solid black; padding: 2px;">Current Location</div> <div style="border: 1px solid black; padding: 2px;">ILN</div> <div style="border: 1px solid black; padding: 2px;">Transfer Number</div>
12/12/2010 6...	New	lopatafl	Repair Added			
12/12/2010 6...	Expedite	lopatafl	From: Check In	To:		
12/12/2010 12...	EmailSent	ArmEmail	Repair Received	PHILLIPSJE		
12/12/2010 12...	EmailVerified	ArmEmail	Receipl	PHILLIPSJE		
12/14/2010 10...	Maint	Travisbw	Repair Maintenance	Status: New		
<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; width: 300px; height: 20px; margin-right: 10px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; text-align: center; line-height: 20px;">▶</div> </div>						
<b>Repair Search</b>		<b>Refresh</b>		<b>Close</b>		

RECEIVED  
DEC 17 2010

BY \_\_\_\_\_

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

Model Number: 700	Serial Number: C6462658
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: Jeff Phillips	Date of Purchase: 1993
Address (no PO Boxes): 224 Maple Ct.	
City: Rockwall	State: TX Zip: 75082
Phone (Daytime): 214 448 6809	Fax: 903 873 4092
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) phillips.jeff@sbcglobal.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:	
<p>On 11-7-2010 while hunting, I attempted to fire the enclosed rifle. I squeezed the trigger twice and the enclosed rifle failed to fire. I attempted to exposed the breech by turning the bolt and the rifle fired unexpectedly without touching the trigger in anyway. I thought I had a bad round of ammunition and was attempting to reload by opening the bolt.</p>	
500 characters left	
Ammunition Information:	
Manufacturer: Remington	Type: Express Core-Lokt
Other (i.e. bullet weight/type, shot size, powder): 270 Win, 150 gr. Core-Lokt SP	
Handload Information:	
Powder Used:	Powder Weight:
Case/Hull Used: N/A	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppes <del>Remington</del>
How often do you clean the bore? (Months or Number of rounds)	Three months
How often do you clean the action? (Months or Number of rounds)	Each use
How often do you clean the trigger assembly? (Months or Number of rounds)	12 months
Brand of lubricant used:	Remington
How often do you lubricate the bore? (Months or Number of rounds)	Three months
How often do you lubricate the action? (Months or Number of rounds)	Each use
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Three months
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?	
N/A	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<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.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	

Case #	5049	Date of Call	11/10	Date of Incident	11/7	PreLit		Lit		Obs	
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Reporter name		Incident Name/Age	Jeff Phillip
address		address	224 Maple Ct
contact #'s		contact #'s	Rockwall, TX 75087
			903-873-4087
email		email	

Injury	no
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Medical Treatment	
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Alleged cause	thinks some parts are sticking
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700	n/a	220w		<input checked="" type="checkbox"/>	stepfather bought new 80's			

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes:	Squeezed trigger twice & it wouldn't fire Went to open bolt & it fired
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Customer's Request	
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My actions/offers	
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**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/10/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
<b>PLEASE CHECK ONE:</b> MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXXXXXXXXXXXX	
DESCRIPTION: 700			

## LABEL INFORMATION

MAIL LABEL TO:	Jeff Phillips 224 Maple Ct Rockwall, TX 75032
RETURN ITEM TO:	Rem Prod Serv Ilion, NY

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

4XX596 NOV 10, 2010 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 124XX5969067595478  
 REF 1:JEFF PHILLIPS/CD/CM  
 REF 2:700

HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE CHGS:  
 DV 0.00 COJ 0.00 SVC 1/P USD  
 DC 0.00 DGD 0.00 RS 0.50  
 AH 0.00 PR 0.00 SD 0.00  
 TOT PUB CHG 9.45 PUB+HANDLING 3.45









