

BARBER - Kinzer PPS GAL RE 0012555

Remington Arms Co., Inc.

Product Service

Legal Case #:4864

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
219991	1/21/2011	10/26/2010	1/24/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Louis	Toth	708 Hooksen Cir	West Columbia	SC	29170		E ltoth1@sc.rr.com

Incident Information

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

10/26/10 Per email sent to Remington site, incident # 101021-000033, Toth alleges he has had his 700 fire when he flips the safety on. It happened a long time ago and he put the rifle up ever since.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25791	B6862118	KH	5/7/1987
Date Purchased	Where Purchased	Accessories	Original Owner			
	HARRISON & CO INC	SCOPE BASE,FRT BOTTOM HALF RING	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 trigger plate assm, clean and test fire at 1/2 normal cost.						

Repair/Replacement Cost	Repair/Replacement Date

10/26/10 Sending ARS.cm 1/30/11 Per Ilion, could not duplicate concern. Trigger assm very dirty and sticky parts work sluggish and bind. Replace trigger plate assm, clean and test fire at 1/2 normal cost. Will remove scope base per request. Emailed quote/inspect info to Toth, awaiting reply.cm

1/30 Approved by email

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/24/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	POOR MAINTENENCE
Barrel	Description		22" 270 WIN
	Date Code		KH
	Bore Plugged	False	
	Bulged	False	

BARBER - Kinzer PPS GAL RE 0012556	PPS GAL RE 0012556	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	BINDS
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	SLUGGISH
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY PARTS WORK SLUGGISH AND BIND
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,FRT BOTTOM HALF RING

Remington®

2211
KAS/8
7#
1012

4864

October 26, 2010

Louis Toth
708 Hooksen Cir.
West Columbia, SC 29170

Subject: #4864, Model 700

Dear Mr. Toth,

Regarding your contact with Remington and the incident you incurred, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to 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 "Supry".

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

RECEIVED
JAN 25 2011

BY:

Serial Number:

B6862118

Model: 700



RE00219991

could not duplicate concern
T. A very dirty & sticky parts work
sluggish + BIND. Replace TRM, clean
+ test fire at 1/2 normal cost

Quote

Remove scope base per request

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

BARBER - Kinzer PPS GAL RE 0012557

PS 14445

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

Model Number: <u>REM. 700 BDL</u>	Serial Number: <u>86862118</u>
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>LOUIS L. TOTTH JR.</u>	Date of Purchase: <u>1987</u>
Address (no PO Boxes): <u>708 HOOKSLEN CIR.</u>	
City: <u>WEST COLUMBIA</u>	State: <u>S.C.</u> Zip: <u>29170</u>
Phone (Daytime): <u>(803) 791-5039</u>	Fax: <u></u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>L.TOTTH1@SC.RR.COM</u>	
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence:	
<p><u>IN THE LATE 80'S I WAS HUNTING AND I WENT TO FLIP THE SAFETY FROM "S" TO "F" AND THE GUN FIRED!</u></p> <p><u>I HAVE NOT USED THE RIFLE SINCE.</u></p>	
500 characters left	
Ammunition Information:	
Manufacturer: <u></u>	Type: <u></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:	
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?)	

COULD YOU
 PLEASE REMOVE
 THE SCOPE
 RING & BASE
 FOR ME.
 THANKS
 I COULD NOT GET
 IT OFF

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/8/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		XXXXXX	
DESCRIPTION:		I WILL MAIL	
700			

LABEL INFORMATION

MAIL LABEL TO:	Louis Toth 708 Hooksen Cir W. Columbia SC 29170
RETURN ITEM TO:	Rem Product Service

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

4XX596 NOV 9, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067569381
 REF 1: LOUIS TOTH/CD/CM
 REF 2: 700

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG.
 DV 0.00 COD 0.00 SVC T/P USD
 DC 0.00 DGD 0.00 RS 0.50
 AH 0.00 PR 0.00 SD 0.00
 TOT PUB CHG 8.74 PUB+HANDLING 8.74

BARBER - Kinzer PPS GAL RE 0012561Reference #
101021-000033Status
UpdatedAssigned To
Administrators
Christy -Product
FirearmsSLA
Not specifiedQueue
CSRDate Created
10/21/2010 09:11 AMInitial Response
10/26/2010 02:20 PMLast Updated
10/26/2010 04:11 PMCustomer SmartSense
+1 (on -3 to +3 scale)Staff SmartSense
+1 (on -3 to +3 scale)**Discussion Thread**

Customer (Louie Toth)

My name and address is: Louis Toth
708 Hooksen Cir.

West Columbia, South Carolina, 29170

The rifle's serial no.is B6862118 Remington 700 BDL 270 cal. and I purchased the rifle back in 1987.

Thanks,
Louis

10/26/2010 04:11 PM

From: Remington Information [mailto:info@remington.com]

Sent: Tuesday, October 26, 2010 2:21 PM

To: ltoth1@sc.rr.com

Subject: Remington 700 [Incident: 101021-000033]

Response (Christy -)

10/26/2010 02:20 PM

Dear Louis, I apologize for the delay in responding. I can send you a prepaid UPS shipping label to pay for shipment to the factory for inspection. Please reply with your mailing and shipping address along with the serial number of your rifle and I will mail that you.

Customer (Louie Toth)

10/21/2010 09:11 AM

To whom it my concern,

I have one of the Remington 700's that fires when you flip the safety off. This happened a long time ago and I have put the rifle up ever since.

My question is, what do I do with the rifle?

Thanks, Louis

Primary Contact

First Name: Louie

Last Name: Toth

Organization:

Login: ltoth1@sc.rr.com

Title:

Contact Type:

Email: ltoth1@sc.rr.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

Reference # **BARBER - Kinzer PPS GAL RE 0012562**

101021-000033

Status

Unresolved

Assigned To
Administrators
Christy -**Product**
Firearms**SLA**

Not specified

Queue
CSR**Discussion Thread**

Customer (Louie Toth)

10/21/2010 09:11 AM

To whom it my concern,

I have one of the Remington 700's that fires when you flip the safety off. This happened a long time ago and I have put the rifle up ever since.

My question is, what do I do with the rifle?

Thanks, Louis

Primary Contact

First Name: Louie

Last Name: Toth

Organization:

Login: ltoth1@sc.rr.com

Title:

Contact Type:

Email: ltoth1@sc.rr.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**Date Created**

10/21/2010 09:11 AM

Initial Response

None

Last Updated

10/26/2010 10:31 AM

Customer SmartSense

+1 (on -3 to +3 scale)

Staff SmartSense

0 (on -3 to +3 scale)

10/26

Emailed request for
address /ser.#.







