

BARBER - Kinzer PPS GAL RE 0012668

Remington Arms Co., Inc.
Product Service
Legal Case #:5084

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211917	11/30/2010	11/15/2010	11/30/2010	11/11/2010			

Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Joshua	Vincent	3 Mallison Falls Rd.	Windham	ME	04062		H 207-650-6830 E jvincent@portlandsafe.com

Incident Information

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

11/12/10: Customer called in. He stated on 11/11/10 he had a FSR. No damage - No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25771	C6883247		5/2/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART WAREHOUSE #3R		Y			

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
			Remington/700/CF/BA			
Per Ilion - Repair @ n/c - gesture of goodwill	Repair/Replacement Cost	Repair/Replacement Date				
	\$62.23	12/6/2010				

11/15/10: Sending ARS, ltr, form & box. Box order# 1159140. df 12/6/10: Per Fred S. - Could not duplicate concern. Sluggish movement of trigger due to sticky residue. TA had been adjusted. Install new TA @ n/c - gesture of goodwill. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		11/30/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
			Was unable to duplicate concern at bench.

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5084&Type=Case>

12/6/2010

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Cause	4038	Could Not Duplicate Concern	However, the trigger movement was very sluggish returning under sear due to sticky residue inside the housing. Also, the trigger had been adjusted outside of the factory.
Barrel	Description		22 inch Model 700 270 caliber
	Date Code		CO
	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	Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	True	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Not Functioning	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Abused; Functioning	Large gouge on right side of stock
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Model 700
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
	Trigger	Condition	Abused; Functioning
Pull		---Select---	5.25 lbs

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Altered		True	Both front screw have been adjusted outside of the factory.
Sub-Assembly		M/700 Non-Bolt Lock	

frmREInqu - Repair Inquiry

Repair Number: **RE00211917** Serial: 65883247 Model: 700 Center Fire Caliber: 270 Repairman: _____
 WIN Produced: 05/02/1994 SKU: 25771 Status: Estimating 11/30/2010 11:18:26 AM

Verify Repair: _____

ADDRESS INFORMATION

Customer: Received from Return To: Received from

Name: JOSHUA VINCENT JOSHUA VINCENT
 Address 1: 3 MALLISON FALLS ROAD 3 MALLISON FALLS ROAD
 Address 2: _____ PO Box: _____ PO Box: _____
 City: WINDHAM WINDHAM
 State: ME Zip Code: 04062 Country: US ME Zip Code: 04062 Country: US

FFL: _____

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

Date	Code	User ID	Desc1	Desc2	
11/30/2010 10...	New	valentids	Repair Added		<input type="checkbox"/> Shipping Hold
11/30/2010 10...	Update	valentids	Repair information change		<input type="checkbox"/> Interface Hold
11/30/2010 10...	Maint	valentids	Repair Maintenance	Status: New	<input type="checkbox"/> Estimate Sent
11/30/2010 1...	Expedite	supryfl	From: Check In	To: Repair B	<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

Current Status: Estimating 11/30/2010 11:18:26 AM

Repair Bench
 Repair Location: ILN
 Current Location: ILN
 Transfer Number: _____

Repair Search Refresh Close



RECEIVED
 DEC - 1 2010
 BY:.....



November 12, 2010

Joshua Vincent
3 Mallison Falls Rd.
Windham, ME 04062
Ph: 207-650-6830

Serial Number:

C6883247

Model: 700



RE00211917

Ref: # 5084

Dear Mr. Vincent,

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 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, H&R customer.

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

enclosure

Could not duplicate concern,
Sluggish movement of trigger due to
sticky residue. Install new Trigger assembly
N/C as gesture of goodwill,

FRED 11/30/10

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Print

Reset

Model Number: <input type="text" value="700"/>		Serial Number: <input type="text" value="C6883247"/>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text" value="Joshua Vincent"/>		Date of Purchase: <input type="text" value="Aug '94"/>	
Address (no PO Boxes): <input type="text" value="3 Mallison Falls Rd"/>			
City: <input type="text" value="Windham"/>		State: <input type="text" value="ME"/>	Zip: <input type="text" value="04062"/>
Phone (Daytime): <input type="text" value="207-650-6830"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text" value="jvincent@portlandsafe.com"/>			
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: <input type="text" value="11/11/10 - loaded rifle and safety would not move from fire to safe - opened bolt safety would move reloaded rifle moved safety to fire and rifle discharged trigger was not pressed."/>			
500 characters left			
Ammunition Information:			
Manufacturer: <input type="text" value="Winchester"/>		Type: <input type="text" value="Fail safe"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text" value="140 gr"/>			
Handload Information:			
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"/>	
Firearms Care (Cleaning and Lubrication):			

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Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	20-40 rds
How often do you clean the action? (Months or Number of rounds)	20-40 rds
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)	20-40
How often do you lubricate the action? (Months or Number of rounds)	20-40
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 checked="" type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	N/A
What were the services performed?	
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<input type="checkbox"/> 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 style="text-align: center;">:: Record the serial number of your firearm before sending it.</p> <p style="text-align: center;">:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p style="text-align: center;">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p style="text-align: center;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="text-align: center;">:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>	

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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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/15/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5084 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Joshua Vincent 3 Mallison Falls Rd. Windham, ME 04062 Ph: 207-650-6830
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 15, 2010 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066053171
 REF 1: JOSHUA VINCENT/CD/DMF
 REF 2: 5084/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 0.50
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 7.42		SP 0.00
	PUB+HANDLING	7.42