Remington Arms Co., Inc.

BARBER - Kinzer PPS GAL RE 0012677

Product Service

Legal Case #:5188

Case Information

Date Opened Date Opened(PS) **Incident Date** RE# **Date Closed** Pre Lit Lit Obsolete

213047 12/7/2010 11/23/2010 12/8/2010

Customer Information

First Name Last Name Street City State Zip Contact Type **Business** Age

14 Main St Vincent Hallstead PA 18822 W 607-729-9145 Incident Larry

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

ΡI

PD Cause:4012 Improper Headspace

S Fired on bolt closing Concern:1008 Fired on Bolt Closing

Unknown

C

11/23/10 Per call from Vincent, he has several 700's but one that he bought in the '70's has had a problem of misfiring since he had it. It took it to a local gunsmith a few times and the gunsmith said he needed to keep the bolt clean. He also said that he should send it to us after it came in more than once. He never sent it to us and about 10 yrs ago after it fired on closing the bolt, he put it up and hasn't used it. His friends told him about the CNBC program and he decided to call.cm

Firearm Information

Mfg. Type Model/Ga. SKU Serial Bbl. DOM CF/BA 700/270 WIN B6701976 Remington n/a KF 5/1/1985

Date Purchased Where Purchased Original Owner Accessories

JERRY'S SPORT SHOP 18447 SCOPE BASE Y

CONCERN:FSR

Ammunition Information - None Defined Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Cash Reim. Cash Release of Claims Settlement Release Date Reimbursement Date Date Settlement **APV** APV

Per Ilion, replace TPA, clean at 1/2 normal charges

> Repair/Replacement Repair/Replacement Date

Cost

11/23/10 Mailing box and ARS.cm 12/14/10 Per Ilion, could not duplicate concern. Trigger assm dirty, sticky causing parts to work sluggish. Replace TPA, clean nd test fire at 1/2 normal charges.cm 12/15/10 Vincent spoke with Andrew in Consumer Dept and gave approval.cm

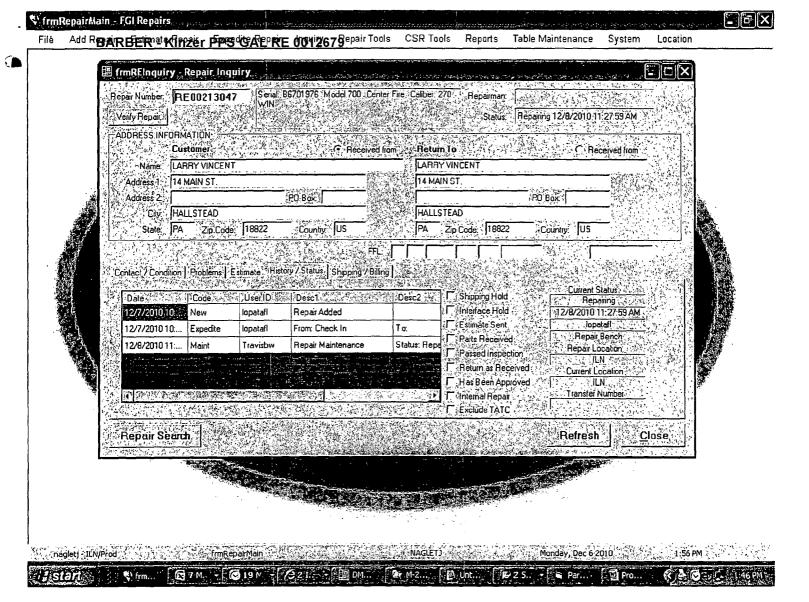
Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
·	Examiner		B.TRAVIS
Examination .	Exam Date		12/8/2010
	Product Type		RF

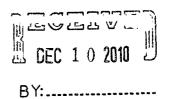
http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5188&Type=Case

12/22/2010

			1 450 2 01 1
DARRER KILLINDO OA	Action Type		Α
BARBER - Kinzer PPS GA	Action Type RE 0012678 Assigned To]	T.NAGLE
Cause	4012	Improper Headspace	
	Description		22" 270 WIN
	Date Code		KF
	Bore Plugged	False	
Barrel	Bulged	False]
	Fired	False	
,	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	SLUGGISH
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	BINDS, SLUGGISH
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning]
	Ext/Eject Test	False]
	Block Condition	Select	· ·
Locking	Lug Condition	Slightly Worn; Functioning]
	Notch Condition	Select]
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning]
	Fore End Condition	Select]
Receiver	Condition	Slightly Worn; Functioning]
Receiver	Bulged	False	
	Description]	STANDARD M/700 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS]
	Lift	Select	.011
Sear	Notch	Like new; Functioning	SLUGGISH
	Toots	Test Fired	False
Feeding Test	Tests	False	
·	Condition	Slightly Worn; Functioning	DIRTY, STICKY
Trigger	Pull	Select	5#
1118801	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock]
Non-Remington Components	Description		SCOPE BASE



12/14 3:00pm - aut of office call back in hour M



5188

November 23, 2010

Larry Vincent 14 Main St Hallstead, PA 18822

Subject: #5188, Model 700

Dear Mr. Vincent,

Enclosed is a UPS ground prepaid shipping label. 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

enclosure

翼B6701976 Model: RE00213047 could not duplicate concern. r.A. DIRTY & STICKY CAUSING parts to weak sluggish. rephase TOA, ELAN & TEST fine AT 1/2 Nonumal changes.

Quote

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

22" KF 5/85

BARBER - Kinzer PPS GAL RE 0012681

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

Model Number: Model 700	Serial Number: 86701976					
Are you the original owner?: YES NO						
Name: LARRY VINCENTS	Date of Purchase:					
Address (no PO Boxes): 14 MAIN STREET						
City: HAUSTEAD	State: 14 Zip: 18872					
Phone (Daytime): 607-729-9145 570-879-4590	Fax:					
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be						
sent)						
E-mail Address:						
I would like to receive future e-mail updates from Remington.						
Please describe your problem and date of occurrence:						
GUN WILL NOT FIRE AT TIMES WHEN YOU TAKE						
The SAFETY OFF AND S						
[]	,					
Some times You CANN'T for The TRIBGER ItS LIKE						
Its Set of CONE Time AL A FIREING KANGE						
It would Not Fike We	PAT TO LIFT BOIL OF					
TO EJect Shell And 7	he Com went OF					
	COA (DC)4) SI					
· · · · · · · · · · · · · · · · · · ·						
500 · · · · · · · · · · · · · · · · · ·						
Ammunition Information:						
Manufacturer:	Type:					
Other (i.e. bullet weight/type, shot size, powder):						
Handload Information:						
Powder Used:	Powder Weight:					
Case/Hull Used:	Primer Used:					
Bullet Type/Shot Size:	Reloader Used:					

BARBER - Kinzer PPS GAL RE 0012682

Firearms Care (Cleaning and Lubrication): Adoffs 4 (D) 40					
Brand of cleaning solution used: 40 PP5					
How often do you clean the bore? (Months or Number of rounds) ONCE EVERY & MONTHS					
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: 40ff5					
How often do you lubricate the bore? (Months or Number of rounds) Twice A Year.					
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? YES NO					
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) 2003 HAVE NOT USED THIS GUN SINCE					
What were the services performed?) Cd. KRAYSKi'S GUN ShoP					
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357					
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.					
 :: 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. 					



