

Remington Arms Co., Inc.
Product Service
Legal Case #:10398

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
429208	6/24/2014	6/11/2014	6/25/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Matthew	Bateman	3620 John Dawson Circle	Ayden	NC	28513		H 252-414-7843

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				

6/11/14: Received call from customer, he said that while deer hunting about 2 years ago in September his gun fired on safety release. He said that he has not fired the gun since. No injury. His current address is 3620 John Dawson Circle, Ayden NC 28513, but he will be moving in the next couple weeks and wants the gun returned to his dad's address (205 Davis Farm Dr. Selma, NC 27576). jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27094	G6968311	CE	4/23/2010 1:48:54 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART STORE 1661	TWO PIECE BASE	Y			

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, check over and test						

fire at no
charge

Repair/Replacement Repair/Replacement
Cost Date
\$27

6/12/14: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1677549. Ticket # 115647. UPS tracking # 1ZE133909091430899. jbi 6/30/14: Per Ilion, "could not duplicate concern." Check over, replace trigger assembly and test at no charge. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		6/25/2014
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WIN
	Date Code		CE
	Bore Plugged	False	
	Bulged	False	
	Fired	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	
	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		XMP SAFETY

	Function	Like new; Functioning	
Sear	Lift	---Select---	013
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repair: P:(800) 243-9700/F:(336) 548-7801

www.remington.com

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ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (8) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED. POSTAGE DUE.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

Customer:

Matthew Bateman
205 Davis Farm Dr
Selma, NC 27576 US

Item Return To:

Matthew Bateman
205 Davis Farm Dr
Selma, NC 27576 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp. Date _____
Open Account: R _____ PO Number: _____

Approval Signature:

Date: _____

Daytime Phone: () _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Repair Number

RE00429208

Serial Number / Description

G6968311

Model: 700 270 Caliber BOLT Action RIFLE MfgBy:
Remington-USA

Date Received: 06/24/2014

Estimate Date: 06/25/2014

Date Printed: 7/1/2014

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
U030 - TRIGGER UPDATE-XMP

Found

R012 - Safety and function evaluation
U007 - REPLACE TRIGGER ASSEMBLY
U030 - TRIGGER UPDATE-XMP

Technician Comments

could not duplicate concern. check over, replace trigger assembly and test fire at no charge

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT included in this Quote.)							
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc Amount
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	0	.00	0 .00
4000119	Service	GR-TEST	1	Warranty	0	.00	0 .00

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

Remington®

246
CE 4/11
9th
DE
COPY

June 12, 2014

10398

Matthew Bateman
3620 John Dawson Circle
Ayden, NC 28513
Phone: 252-414-7842

Ref # 10398, Model 700, Serial # G6968311

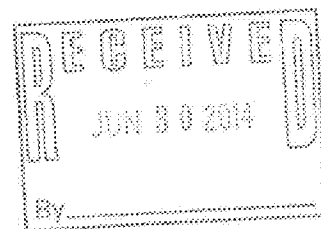
Dear Customer,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. This label is for a UPS Hub or UPS Terminal. A box will arrive separately.

Please include a copy of this letter, form and service request to put inside the shipping container. The letter, form and service request inside are 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.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872



TAG: 0

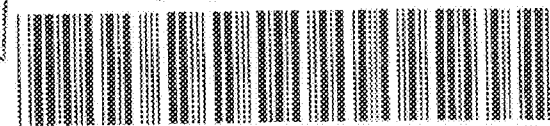
X

could not dup. compare.
check over, up. T.A. & TOST
AT N/C

Serial Number:

G6968311

Model: 700



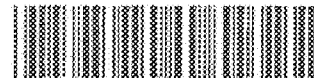
RE00429208

Service Request

Remington

P.O. Box 700

Madison, NC 27025-0700



Parts and Repairs: P:800-243-9700/F:336-548-7801 www.remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number 115647	Serial Number / Description G6968311 700 ADL SYN 270 WIN 24" W/SCOPE	Date of Request: 06/12/2014 Date Printed: 06/12/2014
Customer: MATTHEW BATEMAN 205 Davis Farm Dr Selma NC 27576 US Email:	Destination: ARM Services 14 Hoeffer Ave Ilion NY 13357 US Email:	
Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If this is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.		
Reason for Return A_R614 - FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If the item(s) are under warranty we will repair and return them. If the item(s) are not under warranty, you will be contacted with an estimate before work is performed. **Exception:** Estimates of \$75 or less will be serviced and returned via C.O.D. (cash on delivery) without notification, unless quote for all work is stated in the correspondence received.





