

Remington Arms Co., Inc.
Product Service
Legal Case #:10338

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
420338	6/11/2014	5/20/2014	7/28/2014	5/9/2014			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Christopher	Behrend	1927 East Hampton Ave. Condo 114	Mesa	AZ	85204		H 480-926-5496

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Bolt damage/shot PD hole in wall and lamp. S Fired without touching trigger C	Cause:4033 Over pressured shell Unexplained Discharge - Concern:1025 No Mention of Safety Position		Unknown	

5/20/14: Received call from Christopher Behrend. he said he is having the same issue as a few months ago. Smoke came out of Receiver area. He could not open bolt. Damaged bolt, round stuck in chamber. See Repair 323322. Also, gun went off in house. Shot lamp and a hole in the wall. He said that he will send estimate for repair to my attn. I advised that I will be happy to add this information to the file. He is not sure the position of the safety. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CE/BA	700/270 WIN	27094	G6991023	OE	7/28/2010 8:07:06 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART SUPERCENTER 1646	TWO PIECE BASE	N			

CONCERN: FIRED WITHOUT TOUCHING TRIGGER,BLEW UP AGAIN

Ammunition Information

Mfg.	Type	Cal/Ga.	SKU	UPC	DOM	Mfg. Code
Remington	Core-Lokt/150 gr.	270 WIN			1/13/2014	N13SC24L
Concern	Other	Factory	Reload			
1046:Amunition Exploded		Y	N			

This code is the recall code. He did return 1 box with no flap and three boxes with different codes not recall, one box was oily and and none were fired.

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
Ilion repaired firearm and Lonoke will send customer ammunition replacement.						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$49					

5/20/14: Sending ARS, letter, and SR paperwork. Sending ARS and letter for ammo. Ticket # 94980. UPS tracking # 1ZE133909098587280. jbi 6/13/14: Per Ilion, "Over pressured shell." jbi 6/16/14: I emailed Ilion to check over completely, repair as needed, and test at no charge. jbi Two boxes that were returned was the recall code (N12SC24L) three boxes were not the recall code.07/28/2014 Lonoke to send customer new product to replace the product that was returned.SKS

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/12/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4033	Over pressured shell	REMOVED INCIDENT CASE FROM BOLT. COULD BE FROM SAME LOT OF AMMO FROM FIRST REPAIR.
Barrel	Description		24" 270 WIN
	Date Code		OE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	

	Shroud	Abused; Not Functioning	
	Face	Abused; Not Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Abused; Not Functioning	
	Cut Condition	Abused; Not Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lag Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	
	Pull	---Select---	N/A
	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:(800) 243-9700/F:(336) 548-7861

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 (6) 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:

Christopher Behrend
1927 East Hampton Ave Condo 114
Mesa, AZ 85204 US

Item Return To:

Christopher Behrend
1927 East Hampton Ave Condo 114
Mesa, AZ 85204 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	Serial Number / Description	Date Received:	06/11/2014
RE00420338	G6991023	Estimate Date:	06/16/2014
	Model: 700 270 Caliber BOLT Action RIFLE MfgBy:	Date Printed:	6/18/2014
	Remington-USA		

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

M654 - Damage Caused By Excessive Pressure
U030 - TRIGGER UPDATE.XMP

Technician Comments

check over completely and repair as needed 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
F17017	Part	700 EJECTOR	1	Warranty	1	.00	.00
F17019	Part	700 EJECTOR SPRING	1	Warranty	1	.00	.00
F93712	Part	700 EXTRACTOR REG (7400:710)	1	Warranty	1	.00	.00
F94097	Part	700 BOLT ASSB L/A ADL MATTE F3	1	Warranty	1	.00	.00
F94555	Part	700 EJECTOR PIN (SPIROL)	1	Warranty	1	.00	.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	.00
4000119	Service	GR-TEST	1	Warranty	1	.00	.00

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

Repair Document

Remington Service
PO Box 700
Madison, NC 27025-0700

Repair Document

24"
06/7/10
012

Parts and Repairs: P.800-243-8700 F.336-545-7801

www.Remington.com

Repair Number: RE00323322
Serial Number / Description: G6991023
Model 700 Center Fire Caliber: 270 WIN

Date Received: 10/07/2013
Estimate Date: 10/09/2013
Date Printed: 10/10/2013

Customer:

CHRISTOPHER BEHREND
1927 E HAMPTON AVE CONDO 114
MESA, AZ 85204 US

Return To:

CHRISTOPHER BEHREND
1927 E HAMPTON AVE CONDO 114
MESA, AZ 85204 US

10338

Reported:
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
M298 - BOLT BROKEN/CRACKED

Found:
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
M298 - BOLT BROKEN/CRACKED

Technician Comments

bolt broke due to high pressure round replace bolt at N/C

TAG: 4867

Serial Number

G6991023

Model: 700

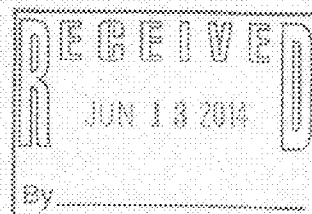


RE00420338

Information

Type	Bill Action	Quantity
Part	Warranty	1
Part	Warranty	1
Part	Warranty	1
Part	Warranty	1
Part	Warranty	1
Service	Warranty	1
Service	Warranty	1

This is when I got it back from Remington the last time this happened



This time the gun went off in my house. I went the range to see why. shot 2 rounds and it blew up again.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	5/21/2014	REQUESTED BY:	J.B. IRVING
QUANTITY:	1	WEIGHT PER PKG:	5 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Rifle ammo Ref.# 10338			

LABEL INFORMATION

MAIL LABEL TO: Christopher Behrend 1927 East Hampton Ave. Condo 114 Mesa, AZ 85204 Phone: 480-926-5496
RETURN ITEM TO Remington Arms Co LLC Attn: Kris Carson 2592 AR Hwy 15 N Lonoke, AR 72086

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

AXX598 MAY 21, 2014 ACT WT 5.0 LBS #PK 1
SVC GND COM BL WT ALL CURRENCY USD
TRACKING# 1Z4XX6669078051838
REF 1:PS #10338/JJ/PQ
REF 2:
NC 0.00 CNS 0.00 FRT: 380
SHIPMENT PUB RATE CHARGES: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 ROO 0.00
AH 0.00 PR 0.00 PUB + HANDLING 13.25
TOT PUB CHG 13.25







