

Remington Arms Co., Inc.
Product Service
Legal Case #:2755

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
152194	10/2/2008	10/3/2008	10/3/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Nicholas	LaRoche	110 N Main Ave	Minneola	FL	34715		H 352-516-7863

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	fired on safe release	Concern:1007	Fired on Safe Release	Unknown
C				

Customer says "When a round is loaded into the chamber, the firing pin is already engaged. When a round is loaded with the safe on, the firing pin is in firing position; but, when the safety is disengaged the gun fires without touching the trigger."

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25939	F6281767	RX	11/24/2003 7:40:04 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR	TWO PIECE SCOPE BASE	U			

CONCERN:FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	CL /150					
Concern	Other	Factory	Reload			
0:		Y	N			

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
Repair as needed at special price						
Repair/Replacement Cost	Repair/Replacement Date					

Trigger and trigger pin rusted and not properly returning under sear due to improper maintenance. Returned to AS to clean action, check over completely, and install a new TA at 1/2 normal charges as gesture of goodwill fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	10/3/2008	
	Product Type	RF	
	Action Type	A	
	Assigned To	F.SUPRY	
Cause	4015	Improper Maintenance	
Barrel	Description	22" 270 WIN	
	Date Code	RX	
	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	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	STANDARD M/700 SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Not Functioning	TRIG AND PIN RUSTED BINDING
	Pull	---Select---	10+#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description	TWO PIECE SCOPE BASE	

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00152194** Serial: FB281767 Model: 700 Center Fire Caliber 270 WIN Produced: 11/24/2003 Repairman: Bruce Travis
 Verify Repair Status: Approval Hold: 10/3/2008 5:30:50 AM

Address Information

Customer: ☒ Received From Return To: ☒ Received From

Name: **NICK LAROCHE** **NICK LAROCHE**
 Address 1: **110 N. MAIN AVE.** **110 N. MAIN AVE.**
 Address 2: PO Box: PO Box:
 City: **CLERMONT** **CLERMONT**
 State: **FL** Zip Code: **34715** Country: **US** State: **FL** Zip Code: **34715** Country: **US**
 FFL: ☐ ☐ ☐ ☐ ☐ ☐

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

Date	Code	User ID	Desc
9/29/2008 11:09	New	sanguinegl	Repair Added
10/2/2008 12:53	Expedite	pencerl	From: Check In
10/2/2008 2:31	Update	Valentds	Repair information change
10/2/2008 2:31	Expedite	Valentds	From: Check In
10/3/2008 5:28	Expedite	Travisbw	From: Product Services
10/3/2008 5:30	Estimate	Travisbw	Estimate Update
10/3/2008 7:27	Expedite	pencerl	From: Repair Bench

☐ Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair

Current Status: Approval Hold: 10/3/2008 5:30:50 AM
 Travisbw
 Approve Rack
 Repair Location: ILN
 Current Location: ILN
 Transfer Number:

Repair Search Refresh Close

start 10/3/2008 10:36 AM CAPS NUM INS SERIAL
 Inbox - Microsoft Out... Arms Services Repair Microsoft Excel Search for a Serial Nu... 10:36 AM

Returned to AS for repair
 Charge 1/2 normal as gesture of
 goodwill.

RECEIVED
 OCT 07 2008
 BY:

Remington.

Factory Repair Instructions

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

Model Number: 700	Serial Number: F6281767	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
Name: Nicholas LaRoche	Date of Purchase:	
Address (no PO Boxes): 110 N. Main Ave.		
City: Minnesota	State: FL	Zip: 34715
Phone (Daytime): 352-516-7863	Fax:	
E-mail Address:		
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.		
Please describe your problem: When a round is loaded into the chamber, the firing pin is already engaged. When a round is loaded while the safety is on, the firing pin is in firing position, but when the safety is disengaged, the gun fires without touching the trigger		
Ammunition Information:		
Manufacturer: Remington	Type: Core-Lokt	
Other (i.e. bullet weight/type, shot size, powder): 150-gr.		
Handload Information:		
Powder Used:	Powder Weight:	
Case/Hull Used:	Primer Used:	
Bullet Type/Shot Size:	Reloader Used:	
Firearms Care (Cleaning and Lubrication):		
Brand of cleaning solution used: Hoppe's		
How often do you clean the bore? (Months or Number of rounds) 40 rounds		
How often do you clean the action? (Months or Number of rounds) 40 rounds		
How often do you clean the trigger assembly? (Months or Number of rounds)		
Brand of lubricant used: Hoppe's Door Maintenance		

TRIG. + TRIG. PIN RUSTED & BINDING.
replace TPA, check over, clean AT
1/2 normal cost. Quote

22"
R x 11/03
10+4
017

How often do you lubricate the bore? (Months or Number of rounds)	40 rounds
How often do you lubricate the action? (Months or Number of rounds)	40 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 checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed? N/A	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357	
<p>⚠ 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> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please your gun)</p> <p>nate detailing the nature of the repair, applicable taxes estimate. Repairs can be paid by check, money order, or VISA). If you wish, you can expedite repairs over led to your credit card.</p>	

Serial Number

F6281767

Model **700**



RE00152194