

Remington Arms Co., Inc.  
Product Service  
Legal Case #:2192

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
141973	2/29/2008	3/3/2008	3/3/2008				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Charles	Rothberg	2016 North Grandview Lane	Bismarck	ND	58503		H 567-277-0293 F 701-258-5003 E trains24@aol.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	fired on bolt closing	Concern:1008 Fired on Bolt Closing	Unknown	
C				

3/4/08-correspondence from repair-loaded rifle, pushed bolt in and gun fired.lw

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25657	S6538835	DZ	9/27/2005 3:00:44 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
11/1/2006	TOWN POLICE SUPPLY		Y			

CONCERN:FBC

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
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35	3/4/2008				

3/4/08-replace TA at n/c.lw

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/3/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 308 WIN SS FL
	Date Code		DZ
	Bore Plugged	False	
	Bulged	False	

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Slightly Worn; Functioning	CHIPPED AROUND REAR STUD
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

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: RE00141973

Serial: S6538835 Model: 700 Center Fire Caliber: 308 WIN SS FL Produced: 09/29/2005

Repairman:

Status: New 2/29/2008 10:59:41 AM

Verify Repair

Address Information

Customer

Received From

Return To

Received From

Name: CHARLES ROTHBERG

CHARLES ROTHBERG

Address 1: 2016 N GRANDVIEW LANE

2016 N GRANDVIEW LANE

Address 2:

PO Box:

City: BISMARCK

BISMARCK

State: ND Zip Code: 58503 Country: US

State: ND Zip Code: 58503 Country: US

FPL

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	User ID	Desc1	Desc2
2/20/2008 3:02:3	valentds	Repair Added	
2/29/2008 8:20:3	pencerl	From: Check In	To: Repair Bench
2/29/2008 10:20:	dekanek	From: Repair Bench	To:
2/29/2008 10:59:	valentds	Repair information change	
3/3/2008 5:17:25	Travisbw	Repair Maintenance	Status: New
3/3/2008 7:46:3E	pencerl	From: Check In	To: Repair Bench

Shipping Hold

InterFace Hold

Estimate Sent

Pairs Received

Passed Inspection

Return As Received

Has been Approved

Internal Repair

Current Status

New

2/29/2008 10:59:41 AM

valentds

Repair Bench

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

suprill

3/3/2008

11:55 AM

CARS

NUM

INS

SCRLL

1 star

Inbox: 1003

2 Closed Cases

Arms Services

PSN: 03/03/08

Search for AS

Part Search by

11:55 AM

2192

Remington

029/05  
20"  
5#  
-012

## Factory Repair Form

Return to Previous Page

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

Model Number: <b>700</b>		Serial Number: <b>56538835</b>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <b>Charles Rothberg</b>		Date of Purchase: <b>11/06</b>	
Address (no PO Boxes): <b>2016 North Grandview Lane</b>			
City: <b>Bismarck</b>	State: <b>ND</b>	Zip: <b>58503</b>	
Phone (Daytime): <b>567-277-0293</b>		Fax: <b>701-258-5003</b>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <b>trains24@aol.com.</b>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <b>loaded rifle, then pushed bolt in and gun fired. Nothing appeared wrong, it just fired unexpected and unexpected. No trigger contact.</b>			
500 characters left			
Ammunition Information:			
Manufacturer: <b>Rem</b>		Type: <b>308 LTRSS</b>	
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:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: <b>Hoppe's</b>			
How often do you clean the bore? (Months or Number of rounds) <b>each time I shoot.</b>			
How often do you clean the action? (Months or Number of rounds) <b>each time I shoot.</b>			
How often do you clean the trigger assembly? (Months or Number of rounds) <b>as above.</b>			
Brand of lubricant used: <b>Tetra Gun</b>			
How often do you lubricate the bore? (Months or Number of rounds) <b>as above.</b>			
How often do you lubricate the action? (Months or Number of rounds) <b>as above.</b>			

How often do you lubricate the trigger assembly? (Months or Number of rounds) as above

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? never

What were the services performed?

**NOTE:** In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.

Ship your ENSURED firearm by either UPS or Parcel Post to:

**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.
- :: Ship your ENSURED 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. can be paid by check, money order, or credit card (American expedite repairs over \$75.00 by setting a pre-authorized amount onically through Check21.

Serial Number: **S6538825**

Model: **700**



**RE00141973**

About Us

Visit Our Other Remington Websites

Other Sites



**Dr. Charles Rothberg**  
**2016 N Grandview Ln.**  
**Bismarck, ND 58503**

could not duplicate concern  
 replace TPA, check over, clean  
 AT N/C  
 #230145