

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4171

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
184275 184276	12/28/2009	12/29/2009	12/29/2009				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Joe	Percival	55874 Dalia Rd.	Olathe	CO	81425		H 970-323-5745

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	Concern:1007	Fired on Safe Release		
C	Fired on Safe release			

Customer reported - Have to take off Safety to open bolt & has fired doing this. dmf

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	*	6398082	XT	12/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	GATEWAY CO KAN C MO	TWO PIECE SCOPE BASE	U			

CONCERN:FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	*	A6295861	KI	5/5/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	WESTERN HOEGEE GLENDALE CA	TWO PIECE SCOPE BASE	U			

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
Repair under BLSM program at special price						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$93.68	12/30/2009				

12/30/09: Per Fred S.- Could not duplicate concern. Trigger assembly very dirty. Replace trigger, check over, clean under BLSM program. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/29/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		XT
	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	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	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
	Condition	Slightly Worn; Functioning	VERY DIRTY

Trigger	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/29/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		KI
	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	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	HAS BEEN REFINISHED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	

Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

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

Repair Number: <b>RE00184275</b>	Serial: 6398082 Model 700 Center Fire with 22 inch barrel Caliber: 243 WIN Produced: 02/25/1971	Repairman: <b>Bruce Travis</b>
<b>Verify Repair</b>		Status: <b>Approval Hold 12/29/2009 4:42:40 AM</b>

**Address Information**

Customer: <input checked="" type="radio"/> Received From		Return To: <input type="radio"/> Received From	
Name:	JOE PERCIVAL	Name:	JOE PERCIVAL
Address 1:	55974 DALIA RD.	Address 1:	55974 DALIA RD.
Address 2:	PO Box:	Address 2:	PO Box:
City:	OLATHE	City:	OLATHE
State:	CO Zip Code: 61425 Country: US	State:	CO Zip Code: 61425 Country: US

Contact / Condition				Problems		Estimate		History / Status		Shipping / Billing	
Date	Code	User ID	Desc1				<input type="checkbox"/> Shipping Hold <input type="checkbox"/> InterFace Hold <input type="checkbox"/> Estimate Sent <input type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return As Received <input type="checkbox"/> Has been Approved <input type="checkbox"/> Internal Repair		Current Status ApprovalHold 12/29/2009 4:42:40 AM Travisbw ApproveRack Repair Location ILN Current Location ILN Transfer Number		
12/28/2009 12:2	New	baileyl	Repair Added								
12/28/2009 12:2	Expedite	baileyl	From: Check In								
12/29/2009 4:39	Maint	Travisbw	Repair Maintenance								
12/29/2009 4:42	Estimate	Travisbw	Estimate Update								
12/29/2009 4:43	Expedite	Travisbw	From: Repair Bench								
12/29/2009 6:00	ApprovalHold	System	Immediate SAP Allocation								

Repair Search	Refresh	Close
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supryfl	12/29/2009	8:02 AM	C&P	NUM	INS	SCRL
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RECEIVED  
DEC 30 2009

BY: \_\_\_\_\_

4171

XT12/70

22"

4.5#  
009

## General Repair Form

Back to Repair Services

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

Model Number: #700	Serial Number: #6398082	
Name: Joe Percival	Date of Purchase:	
Address (no PO Boxes): 55874 Dalia Rd.		
City: Olathe	State: CO	Zip: 81425
Phone (Daytime): 970-323-5745	Fax:	
E-mail Address:		
Please describe your problem: Bolt action - have to take off safety to open bolt and has fired doing this 243 Win.		
500 characters left		
Contact the Repair Center for services provided and estimated repair time. YOUR FIREARM OR IN THE SAME BOX WITH THE FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND PRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND shipping and handling. Preferably, ship in a damage. Remington is not responsible for damage or loss your carrier.		

Serial  
Number:

6398082

Model: 700



RE00184275

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Other Sites

Remington

could not duplicate concern.  
 TRIG. ASSM. very dirty.  
 replace TPA, check over, clean  
 under bolt lock program Ron.  
 \$20.00 + SH.

Quote

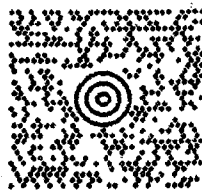
DEBBIE PERCIVAL  
(970) 323-5745  
55874 DALIA RD  
OLATHE CO 6426

17 LBS 1 OF 1  
SHIP WT: 17 LBS  
DWT: 27.8 LBS  
DATE: 16 DEC 2009

SHIP ATTN BL SAFETY PROGRAM  
TO: REMINGTON ARMS CO INC.  
14 HOEFLER AVE

KC

ILION NY 13357-1888

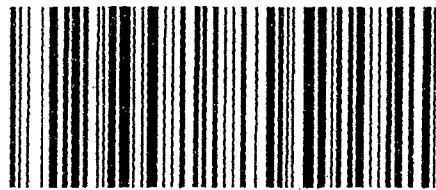


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 810 300 03 4793 2521



BILLING: P/P

ISH 11.00 E2844 96.5A 10/2009



International Shipping Notice - Carriage contract may be subject to the rules relating to liability and other terms and conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") and/or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These conventions, technology or software were supplied from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping please call 1-800-785-7852. United Parcel Service of America, Inc.

**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: **RE00184276**    Serial: A6296861, Model 700 Center Fire with 22 inch barrel Caliber: 270 WIN Produced: 05/05/1976    Repeirment: Bruce Travis    Status: ApprovalHold 12/29/2009 4:45:23 AM

#### Address Information

Customer: ☒ Received From: ☐ Return To: ☐ Received From: ☐

Name: **JOE PERCIVAL**    **JOE PERCIVAL**

Address 1: **55874 DALIA RD.**    **55874 DALIA RD.**

Address 2:         PO Box:     PO Box:

City: **OLATHE**    **OLATHE**

State: **CO**    Zip Code: **81425**    Country: **US**    State: **CO**    Zip Code: **81425**    Country: **US**

FFL:

Contact / Condition	Problem	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
12/28/2009 12:3	New	bailey1	Repair Added	ApprovalHold
12/28/2009 12:4	Expedite	valentids	From: Check In	12/29/2009 4:45:23 AM
12/29/2009 4:38	Maint	Travisbw	Repair Maintenance	Travisbw
12/29/2009 4:45	Estimate	Travisbw	Estimate Update	ApproveRack
12/29/2009 4:45	Expedite	Travisbw	From: Repair Bench	Repair Location
12/29/2009 6:00	ApprovalHold	System	Immediate SAP Allocation	ILN
				Current Location
				ILN
				Transfer Number

supply 12/29/2009 8:04 AM CAPS NUM ING PCRL

start    Arms Services Ra...    8:04 AM

RECEIVED  
DEC 30 2009

BY: .....



4171



22"  
KIS/16  
5.5#  
.009

# General Repair Form

Back to Repair Services

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

Model Number: # 700		Serial Number: # A6295861	
Name: Joe Percival		Date of Purchase:	
Address (no PO Boxes): 55874 Dalia Rd			
City: Olathe		State: CO	Zip: 81425
Phone (Daytime): 970-323-5745		Fax:	
E-mail Address:			
Please describe your problem:			
<p>Bolt action - have to take off safety to open bolt and has fired doing this. 270 win.</p>			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<p>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE BOX WITH ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF FIREARM.</p>			
<p>shipping and handling. Preferably, ship in a hard case. Remington is not responsible for damage or loss in your carrier.</p>			

Number: A6295861

Model: 700



RE00184276

Remington

Visit Our Other Websites

Other Sites

could not duplicate concern  
Trigger Assm Dirty. Replace TPA,  
check over, clean under  
Bolt lock program for \$20.00

Quote