Remington Arms Co., Inc. Product Service Legal Case #:3726

Case Information

Date Opened Pre Lit Lit Obsolete RE# Date Opened(PS) **Date Closed Incident Date** 173932 8/28/2009 8/31/2009 8/31/2009

Customer Information

Business First Name Street Contact Type Last Name City State Zip Age 1316 Coffelt Ave H 563-355-5719 Incident Richard Ristau Bettendorf 52722 IA

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

PΙ

PD Cause:4038 Fires on safe

Could Not Duplicate Concern Unknown

release

Concern:1007 Fired on Safe Release

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9/4/09 Per note with rifle, with the chamber loaded and the gun on safe, if you press the trigger it will not fire. The gun will fire when you take it off safe without touching the trigger.cm

Firearm Information

Mfg. Model/Ga. SKU **DOM** Serial Bbl. Type CF/BA 700/270 WIN 20000 6247730 KS 5/1/1969 Remington **Date Purchased** Where Purchased Accessories **Original Owner**

FABER BROS CHIC ILL U

CONCERN:FSR

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Reim. Cash Cash Release of Claims **Release Date** Reimbursement Settlement Date Date Settlement APV APV

replace TPA under BLSM program for \$20

> Repair/Replacement Repair/Replacement Cost Date 58.54 9/4/2009

9/4/09 Could not duplicate concern. Trig assm set screws altered. Replace TPA, check over, clean under bolt lock program for \$20.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/31/2009_
	Product Type		RF
	Action Type		A

' '	Assigned To	i	F.SUPRY
Cause	4038	Could Not Duplicate Concern]
Cuuse	Description	Could Not Buphoate Concom	22" 270 WIN
Barrel	Date Code]	KS
	Bore Plugged	False	
	Bulged	False	
	Fired	False	4
	Fired while Obstructed		
		Slightly Worn; Functioning	7
	Firing Pin	Slightly Worn; Functioning	1
	Shroud	Slightly Worn; Functioning	1
Bolt	Face	Slightly Worn; Functioning	SOME BRASS WASH/PARTICLES
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	†
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	1
	Block Condition	Select	1
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	1
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	7
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
C C.	Description		STANDARD M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Lift	Select	.004
Sear	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning]
	Pull	Select	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 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	1- 10-10-10-10-10-10-10-10-10-10-10-10-10-1
Repair Number: RE00173932 Serial: 6247730 Model 700 Center Fire Caliber: Repairman: Bruce Travis 270 WIN Produced: 05/05/1969	
Verify Repair Status: ApprovalHold 8/31/2009 6:40:27 AM	
Address Information Customer: Received From Return To: Received From	How are a supplied to
Name: RICHARD RISTAU RICHARD RISTAU	
Address 1: 1316 COFFELT AVE	
City: BETTENDORF State: IA Zip Code: 52722 Country: IUS State: IA Zip Code: 52722 Country: IUS	
State, In Zip Code, 1941 22 Country, 193 State; In Zip Code, 1941 22 Country III	
Contact / Condition Problems Estimate History / Status Shipping / Billing	
Current Status	January Park Co.
Date Code User ID Desc1 Shipping Hold ApprovalHold B/31/2009 6:39:3 Estimate Travisbw Estimate Update InterFace Hold 8/31/2009 6:40:27 AM	
8/31/2009 6/39:5 Estimate Travisbw Estimate Update System System System	
8/31/2009 6:40:2 ApprovalHold Travisbw Status: ApprovalHold IV Parts Received Received Received	and the second of the second o
8/31/2009 6:40:2 Maint I ravisow Repair Maintenance Passed Inspection II N	
Return As Received Current Location	
8/31/2009 6-44-2 Expedite pencer From Beneit Bench ▼ Has been Approved	132
↑ Internal Repair Transfer Number	
Repair Search Close	
	April 1984
	A Land of the Market
了一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个	
supiyii. 8/31/2009 7:06 AM CAPS NUM INS SCEL	COULT TOWN
12 35	
33	8 -
3/29	NECE-
3.379	TE TE TO THE TO
9-11.31	SEP 0 4 2009 BY:
- 38.85 paid	BY:
- 38.85 paid - 38.54	***********
79.54	
5 000	

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

(— — — — — — — — — — — — — — — — — — —	, , , , , , , , , , , , , , , , , , , ,
Model Number: 700 BDL	Serial Number: 6247730
Are you the original owner?:	
Name: RICHARD RISTAU	Date of Purchase: NOV. 1999
Address (no PO Boxes): /3/6 COFFEL	
City: BETTENDORF	State: IOWA Zip: 52722
Phone (Daytime): (563) 3.55-51/9	Fax:
E-mail Address: I would like to receive future e-mail updates from	Remington.
Please describe your problem: WITH THE	CHAMBER LOADED AND THE
•	THE TRIGGER IT WILL NOT FIRE.
	IEN YOU TAKE IT OFF SAFE
WITHOUT TOUCHING THE	TRIGGER.
· · · · · · · · · · · · · · · · · · ·	en de la composition de la composition La composition de la
Ammunition Information:	
Manufacturer: REMINGTON	Type: 270 WIN.
Other (i.e. bullet weight/type, shot size, powder): $\int 3$	O GR. CORE-LOKT PID SOFT PT
· · · · · · · · · · · · · · · · · · ·	
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: <u>HCPPES BE</u>	NCH REST 9
How often do you clean the bore? (Months or Number o	frounds) 100 ROUNDS
How often do you clean the action? (Months or Number	of rounds) 200 ROUNDS
How often do you clean the trigger assembly? (Months of	or Number of rounds) NEVER
Brand of lubricant used: REMINGTON RE	M OIL

How often do you lubricate the bore? (Months or Number of rounds) 100 ROUNDS

How often do you lubricate the action? (Months or Number of rounds) スカン 代っぱいから

How often do you lubricate the trigger assembly? (Months or Number of rounds) NEVER

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

X YES IN

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? NEVER

What were the services performed? NONE

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

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison 14 Hoefler Ave Ilion, NY 13357

WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE

ME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

6247730

RE00173932

ing it.

mage in shipping and handling. Preferably, pereturned.)

loss or damage.

de the box. Shipments without a proper

ost. Remington is not responsible for purchase insurance from your carrier.

idelines:

:: Kepairs \$75,00 and and an amber 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. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.

could not duplicate concern.

TRIG. ASSM. Set SCHEW'S ALTERED. Heplace TPA, check over, clear UNDER BOLT LOCIL PROGRAM RON.

\$20.00 Quote