

Remington Arms Co., Inc.
Product Service
Legal Case #:4364

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
189449	2/16/2010	2/17/2010	2/17/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Sports South Inc		Sports South In	PO Box 51367 101 Robert G Harris Dr	Shreveport	LA	71115		W 800-388-3845, ext 302

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	fires when bolt is closed	Concern:1008 Fired on Bolt Closing		Unknown
C				
2/22/10 Per note with rifle, fires automatically when you close the bolt.cm				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84467	S6701495	WD	8/20/2009 10:56:57 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH LLC		U			

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
Remington/700/CF/BA						
Per Ilion, replace TPA n/c to restore confidence						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.85	2/22/2010				

2/22/10 Per Ilion, could not duplicate concern. Will replace TPA to restore confidence in rifle at no charge under warranty.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/17/2010
	Product Type		RF

	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 308 WIN
	Date Code		WD
	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	Like new; Functioning	
	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---	3.5#
	Altered	False	40X TPA
	Sub-Assembly	M/700 Non-Bolt Lock	

P# 61278

(PLEASE REFERENCE ABOVE NUMBER ON ALL CORRESPONDENCE.)

To: Ram
003

Date: 12-15-09

From: Sports South LLC
P. O. Box 51367
Shreveport, LA 71135-1367

101 Robert G. Harris
Shreveport, LA 71115

RETURN:

Sports South

To Whom It May Concern:

(P) 1.800.388.3845 ext. 302
(F) 1.866.573.6468
(E) port.returns@sportssouth.biz

Recently, this 84467-700 XCR
was returned to us as defective. The reason for the return is Complaint "Gun
fires automatically when you close bolt
Would you please inspect the merchandise for any warranty repair? If the defect is not
under warranty, please notify me of the repair cost before proceeding with the work.

Serial # S6701495

Sincerely, RJ

S6701495

Model: **700**



RE00189449

could not duplicate concern
will replace TPA to restore
confidence in rifle N/C
warranty

12
15
20.85
47.85

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

Repair Number:	RE00189449	Serial: S6701495 Model 700 Center Fire Caliber:	Repairman:	Bruce Travis
Verify Repair:		308 WIN TACTICAL Produced: 08/20/2009	Status:	Repairing 2/17/2010 6:44:06 AM

Customer: ☒ Received From: _____
Name: SPORTS SOUTH INC
Return To: ☒ Received From: _____
Address 1: 101 ROBERT G. HARRIS DRIVE
Address 2: _____ PO Box: _____
City: SHREVEPORT
State: LA Zip Code: 71115 Country: US
SHREVEPORT
State: LA Zip Code: 71115 Country: US
FPL: [] [] [] [] [] []

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
2/17/2010 6:38:00	Estimate	Travisbw	Estimate Update	Status
2/17/2010 6:40:00	Approval Ho	System	Immediate SAP Allocation	
2/17/2010 6:42:00	Approved	Travisbw	In person	
2/17/2010 6:42:00	Update	Travisbw	Address, Billing, or Ship Method Chan	from /
2/17/2010 6:42:00	Estimate	Travisbw	Estimate Update	Status
2/17/2010 6:43:00	Estimate	Travisbw	Estimate Update	Status
2/17/2010 6:44:00	Repairing	System	Immediate SAP Allocation	
2/17/2010 6:53:00	Estimate	Travisbw	Estimate Update	Status

Current Status

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

Reparing
2/17/2010 6:44:06 AM
Travisbw
Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number

Close