

Remington Arms Co., Inc.
Product Service
Legal Case #:5008

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210943	11/19/2010	11/8/2010	11/22/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Blackland Guns		Blackland Guns	6900 Cty Rd 101	Taylor	TX	76574		W 512-365-1306
Incident		Frankie	Limmer						

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Accidental discharge	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

11/8/10 Per call from the dealer, Mr. Limmer brought his 700 to him and said he had an accidental discharge with it. He said he bought it new in 1978.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/270 WIN	n/a	A6565326	LQ	2/3/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPTS ATLANTA GA	SCOPE BASE	Y			

CONCERN:FBC

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
Replace TPA, clean at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.23	11/29/2010				

11/8/10 Emailing ARS and letter.cm 11/29/10 Per Ilion, could not duplicate concern. Trig assm set screws altered, dirty and sticky. Can offer to replace TPA, clean, test fire under BLSM program price for \$20 + shipping. Emailed quote/inspection to dealer.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/22/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		LQ
	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	STICKS.BINDING
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	SCRATCHES/MARS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY STICKY,SLUGGISH
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

frmInquiry - Repair Inquiry																																										
Repair Number:	RE00210943	Serial: A6565326 Model 700 Center Fire Caliber: 270 WIN Produced: 02/03/1978 SKU: 20000	Repairman: Bruce Travis																																							
Verify Repair:		Status:	Approval Hold 11/22/2010 8:52:07 AM																																							
ADDRESS INFORMATION:																																										
Customer		<input checked="" type="radio"/> Received from	Return To																																							
		<input type="radio"/> Received from																																								
Name:	BLACKLAND GUN WORKS	Name:	BLACKLAND GUN WORKS																																							
Address 1:	6900 COUNTY RD. 101	Address 1:	6900 COUNTY RD. 101																																							
Address 2:	PO Box:	Address 2:	PO Box:																																							
City:	TAYLOR	City:	TAYLOR																																							
State:	TX Zip Code: 76574 Country: US	State:	TX Zip Code: 76574 Country: US																																							
FFL: <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr></table>																																										
<div style="display: flex; justify-content: space-between;"> Contact / Condition Problems Estimate History / Status Shipping / Billing </div>																																										
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> <th>Desc2</th> </tr> </thead> <tbody> <tr> <td>11/19/2010 7...</td> <td>New</td> <td>lopatafl</td> <td>Repair Added</td> <td></td> </tr> <tr> <td>11/22/2010 7...</td> <td>Maint</td> <td>Travisbw</td> <td>Repair Maintenance</td> <td>Status: Rep</td> </tr> <tr> <td>11/22/2010 8...</td> <td>Estimate</td> <td>Travisbw</td> <td>Estimate Update</td> <td>Status: Appr</td> </tr> <tr> <td>11/22/2010 8...</td> <td>ApprovalH...</td> <td>System</td> <td>Immediate SAP Allocation</td> <td></td> </tr> <tr> <td>11/22/2010 9...</td> <td>Expedite</td> <td>penceil</td> <td>From: Repair Bench</td> <td>To: Approv</td> </tr> </tbody> </table>		Date	Code	User ID	Desc1	Desc2	11/19/2010 7...	New	lopatafl	Repair Added		11/22/2010 7...	Maint	Travisbw	Repair Maintenance	Status: Rep	11/22/2010 8...	Estimate	Travisbw	Estimate Update	Status: Appr	11/22/2010 8...	ApprovalH...	System	Immediate SAP Allocation		11/22/2010 9...	Expedite	penceil	From: Repair Bench	To: Approv	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <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 <input type="checkbox"/> Exclude TATC </div> <div style="width: 45%;"> Current Status <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Approval Hold</td></tr> <tr><td>11/22/2010 8:52:07 AM</td></tr> <tr><td>Travisbw</td></tr> <tr><td>Approve Rack</td></tr> <tr><td>Repair Location</td></tr> <tr><td>ILN</td></tr> <tr><td>Current Location</td></tr> <tr><td>ILN</td></tr> <tr><td>Transfer Number</td></tr> </table> </div> </div>		Approval Hold	11/22/2010 8:52:07 AM	Travisbw	Approve Rack	Repair Location	ILN	Current Location	ILN	Transfer Number
Date	Code	User ID	Desc1	Desc2																																						
11/19/2010 7...	New	lopatafl	Repair Added																																							
11/22/2010 7...	Maint	Travisbw	Repair Maintenance	Status: Rep																																						
11/22/2010 8...	Estimate	Travisbw	Estimate Update	Status: Appr																																						
11/22/2010 8...	ApprovalH...	System	Immediate SAP Allocation																																							
11/22/2010 9...	Expedite	penceil	From: Repair Bench	To: Approv																																						
Approval Hold																																										
11/22/2010 8:52:07 AM																																										
Travisbw																																										
Approve Rack																																										
Repair Location																																										
ILN																																										
Current Location																																										
ILN																																										
Transfer Number																																										
<div style="display: flex; justify-content: space-around;"> Repair Search Refresh Close </div>																																										

RECEIVED
NOV 28 2010

BY:

5008

22"
LQ2/98
3#
009

November 8, 2010

Blackland Guns
6900 Cty Rd 101
Taylor, TX 76574

Subject: #5008, Model 700, Serial # A6565326

Dear Sir,

Per our phone conversation, you should receive an email with your prepaid UPS ground shipping label for shipment of the firearm to our factory within the next 24-48 business hours. Please include a copy of this letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the box with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

enclosure

Serial
Number

A6565326

Model: 700



RE00210943

could not dup liek concern.
TRIG. ASSM. set screws altered
~~TRIG~~ dirty & sticky. Can offer
to replace TPA, clean + test
fine under BLP Box \$ 20.00 +
Ship

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Dear Sirs:

This Model 700 was purchased new by the owner, and recently he was closing the bolt and it discharged.

Please repair and return to

Blackland Gun Works

6900 CR 101

Taylor TX 76574

512-365-1306

blacklandguns@eccwireless.com

E-mail

Remington.

www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	11/8/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION:			
A6565326		700	

LABEL INFORMATION

MAIL LABEL TO: Blackland Guns
6900 Cty Rd 101
Taylor, TX 76574

RETURN ITEM TO: Rem Product Service

cd
blacklandguns@eccwireless.com

Dodson, Cathy

From: Mitchell, Christy
Sent: Monday, November 08, 2010
To: Mitchell, Christy; Dodson, Cathy
Subject: RE: Blackland Guns

4XX596 NOV 9, 2010 ALL CURR USD 1 OF 1
SVC ONDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969067982559
REF 1:BLACKLAND GUNS/CD/CM
REF 2:700 A6565326

Blackland wants their ARS emailed to them rather than mail

Please email to them at:

blacklandguns@eccwireless.com

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 CGD 0.00 RS 1.00
DC 0.00 DGD 0.00 SD 0.00
AM 0.00 PR 0.00 SP 0.00
TOT PUB CHG 11.04 PUB+HANDLING 11.04







