

Remington Arms Co., Inc.

Product Service

Legal Case #:5030

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209725	11/8/2010	11/9/2010	11/9/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Elwood	Cheverie	2563 Etiwan Ave	Charleston	SC	29414		H 843-729-4013

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			Unknown
S	Fired on bolt closing Concern:1008 Fired on Bolt Closing			
C				
10/22/10 Per call from Cheverie, about a year ago his 700 fired when he closed the bolt. He bought it 2nd hand.cm				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6692638	BV	1/15/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	WHITE STRS MACON GA		N			

CONCERN:FIRES BUMPING IT

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
Per Ilion, replace TPA, clean for BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
30.23	11/12/2010

11/12/10 Per Ilion, could not duplicate concern. Trigger assm very dirty and set screws altered. Check over, replace TPA, clean and test fire under BLSM program price of \$20 + shipping.cm 11/12/10 Cheverie approved the repair.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		F.SUPRY
	Exam Date		11/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		BV
	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	
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	
	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---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

firmREInquiry - Repair Inquiry

Repair Number: RE00209725 Serial: A6692638 Model: 700 Center Fire Caliber: 210 Repairman: Bruce Travis
 Verify Repair WIN Produced: 01/15/1979 SKU: 20000 Status: ApprovalHld 11/9/2010 1:14:54 PM

ADDRESS INFORMATION

Customer: Received from Return To Received from
 Name: ELWOOD JEFFREY ELWOOD JEFFREY
 Address 1: 2563 EDWAN 2563 EDWAN
 Address 2: PO Box PO Box
 City: CHARLESTON CHARLESTON
 State: SC Zip Code: 29414 Country: US SC Zip Code: 29414 Country: US

FFL

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/8/2010 12:...	New	valents	Repair Added	
11/8/2010 12:...	Expedite	valents	Front Check In	To:
11/8/2010 12:...	Expedite	valents	Front Product Services	To:
11/9/2010 11:...	Comment	siscodj	Consumer Contact for Re...	
11/9/2010 12:...	Maint	Travisbw	Repair Maintenance	Status: F

- ☐ Shipping Hold
- ☐ Interface Hold
- ☐ Estimate Sent
- ☐ Parts Received
- ☐ Passed Inspection
- ☐ Return as Received
- ☐ Has Been Approved
- ☐ Internal Repair
- ☐ Exclude TATE

Current Status
 ApprovalHld
 11/9/2010 1:14:54 PM
 Travisbw
 Repair Bench
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search

Refresh

Close

20.23
 27.-
 20.-
 67.23
 37.-
 30.23

RECEIVED
 NOV 10 2010

BY:

5030

22"
BU 1/7c
2.54
008

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

Model Number: 700	Serial Number: A6692638
Are you the original owner? <input type="checkbox"/> YES <input type="checkbox"/> NO	
Name: Elwood J Cheverie	Date of Purchase:
Address (no PO Boxes): 2563 ETIWAN AVE	
City: Charleston	State: SC Zip: 29414
Phone (Daytime): (843) 729-4013	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)	
E-mail Address:	
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence:	
<p>gun firing to easily just from bumping it.</p> <p>If you will call me, I can explain it better 847-729-4013</p>	
500	
Type:	
Powder Weight:	
Primer Used:	
Case/Hull Used:	Reloader Used:
Bullet Type/Shot Size:	

Serial Number:

A6692638

Model: 700



RE00209725

could not duplicate concern
 rmp. this is very dirty & set screws
 altered. check over replace TPA,
 clean & test fire under bolt
 lock program for \$20.00
 10/1/10

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	yearly
How often do you clean the action? (Months or Number of rounds)	yearly
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<p>⚠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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/22/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR			
TO MAIL		XXXXXXXXXXXXXXXXXXXXXXX	
DESCRIPTION:		I WILL MAIL	
700			

LABEL INFORMATION

MAIL LABEL TO:	Elwood Jeffrey 2563 Edwan Charleston, SC 29414
RETURN ITEM TO:	Rem Product Service

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 OCT 22, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969060863126
REF 1: ELWOOD JEFFREY/CD/CM
REF 2: 700
HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC 1/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TGT PUB CHG 8.78 PUB+HANDLING 8.78