

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6902

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
249161	12/5/2011	11/23/2011	12/6/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Blackland Gun Works	Blackland Gun W	6900 Cty Rd 101	Taylor TX	76574				W 512-365-1306 E blacklandguns@eccwireless.com

## Incident Information

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

11/23/11 Per call from dealer, another customer came into his store today with a rifle that has fired when the safety was released.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25771	B6621445	EE	10/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART 0475 ROUND ROCK TX	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
Per Ilion, offer to replace TPA, clean, test fire at 1/2 normal cost						
Repair/Replacement Cost	Repair/Replacement Date					

11/23/11 Emailing ARS.cm 12/20/11 Per Ilion, could not duplicate concern. Trigger assm dirty, light rust. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		EE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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		M/700 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
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

ATTN: Product Service # 6902

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

221  
EE10K  
5.5  
100

Service Request Number SR00004675	Serial Number / Description B6621445 Model 700 RIFLE Caliber: 270	Date of Request: 11/23/2011 Date Printed: 11/23/2011
Customer: BLACKLAND GUNWORKS 6900 COUNTY RD 101 TAYLOR, TX 76574 US Email: blacklandguns@eccwireless.com	Destination: Arms Services 14 Hoeftler Ave Ilion, NY 13357 US Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return  
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section  
Fired on safety release

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Number:  
B6621445  
Model: 700



RE00249161

could not duplicate concern.  
T.A. dirty, like rust can often  
to replace TPA, clean test  
fine at 1/2 normal cost.

Quote

RECEIVED  
DEC 13 2011

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

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00  
Est Sales Tax: .00

Dear Remington:

The owner of this 700, serial # B6621445 brought to me to ship to you.

He says that he had it at the range and moved the safety to fire and the rifle discharged.

Please repair and return to:\

Eric Winkelmann-owner

Blackland Gun Works

6900 CR 101

Taylor TX 76574

512-365-1306

~~blacklandguns@eccwireless.com~~

# - Service Request

Remington Service  
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service # 6902

Parts and Repairs: P:800-243-9700/F:336-548-7801

[www.Remington.com](http://www.Remington.com)

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<b>Service Request Number</b> SR00004675	<b>Serial Number / Description</b> B6621445 Model 700 RIFLE Caliber: 270	<b>Date of Request:</b> 11/23/2011 <b>Date Printed:</b> 11/23/2011
<b>Customer:</b> BLACKLAND GUNWORKS 6900 COUNTY RD 101 TAYLOR, TX 76574 US  Email: blacklandguns@eccwireless.com	<b>Destination:</b> Arms Services 14 Hoefer Ave Ilion, NY 13357 US  Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

## Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

## Service Request Section

Fired on safety release

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

**Sub Total:** . 00  
**Est Sales Tax:** . 00

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email ([info@remington.com](mailto:info@remington.com) <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

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Arms Services  
SR# SR00004675  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Product Service # 6902



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

Model Number: _____		Serial Number: _____	
Are you the original owner? <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: _____		Date of Purchase: _____	
Address (no PO Boxes): _____			
City: _____		State: _____	Zip: _____
Phone (Daytime): _____		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: <div style="border: 1px solid black; height: 150px; width: 100%;"></div>			
500 characters left			
Ammunition Information:			
Manufacturer: _____		Type: _____	
Other (i.e. bullet weight/type, shot size, powder): _____			
Handload Information:			
Powder Used: _____		Powder Weight: _____	
Case/Hull Used: _____		Primer Used: _____	
Bullet Type/Shot Size: _____		Reloader Used: _____	

## ARS LABEL REQUEST FORM

<b>DATE:</b> 11/23/2011	<b>Service Request #</b> SR00004675
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> mitchelcs	
<b>email address:</b> Christy.Mitchell@remington.com	

### Business:

Remington Service  
PO Box 700  
Madison, NC 27025-0700  
[www.Remington.com](http://www.Remington.com)

## LABEL INFORMATION

<b>MAIL LABEL TO:</b>	BLACKLAND GUNWORKS 6900 COUNTY RD 101 TAYLOR, TX 76574 US SR00004675  Email: blacklandguns@eccwireless.com
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services



4XX596 NOV 23, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067320291  
REF 1:SR00004675  
REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 1.00
AH 0.00	PR 0.00	SD 0.00
		SP 0.00
TOT PUB CHG 12.03	PUB+HANDLING	12.03

**ATTN: Product Service # 6902**









