

## Remington Arms Co., Inc.

Product Service

Legal Case #:6962

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
248640	12/1/2011	12/2/2011	12/29/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kenneth	Strutton	204 Heidal Rd	Wartburg	TN	37887		H 423-346-6736 E kstrutton@hotmail.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI cut his thumb				
PD	Cause:4038 Could Not Duplicate Concern			U
S	Concern:1007 Fired on Safe Release			
C				

12/15/11 Per note with rifle, this rifle fired when he put the safety on fire without pulling the trigger. His thumb was on the safety and the recoil tore his thumb bad and he would like to swap this rifle for another rifle.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27476	E6829106	PP	6/27/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL MART WAREHOUSE 3R		U			

CONCERN:FSR,INJURY TO THUMB

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 no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.40	1/10/2012				

12/15/11 Per Ilion, could not duplicate concern. Hard off safe. Can repalce TPA at no charge.cm 12/29/11 Called Strutton to let him know we would replace TPA, clean at no charge.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/2/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		PP
	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		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY HARD OFF SAFE
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

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.**

4#  
22"  
2PB/K  
01:

Service Request Number: R00004338  
Serial Number / Description: E6829106  
Model 700 RIFLE Caliber: 270

Date of Request: 11-21-2011  
Date Printed: 11-21-2011

6962

Customer: KENNETH STRUTTON  
204 HEIDAL ROAD  
WARTBURG, TN 37897 US

Destination: Arms Services  
14 Hoeffer Ave  
Hickory, NY 13357 US

Email: kstrutton@hotmail.com

Email:

Our 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.

THIS RIFLE FIRED ~~AND~~ WHEN I PUT SAFETY ON FIRE WITH OUT  
PULLING TRIGGER MY THUMB WAS ON THE SAFETY AND THE RECOIL  
TORE MY THUMB BAD AND I WOULD LIKE TO SWAP THIS RIFLE  
FOR ANOTHER RIFLE PLEASE CALL ME 423-346-6736

Reason For Return

A240 - BOLT LOCK SAFETY MODIFICATION  
A310 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY

Service Request Section

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:

E6829106

Model: 700



RE00248640

RECEIVED  
DEC 06 2011

CY: .....

could not duplicate concern.  
Hand off safe, can replace TRA  
at N/C

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

Sub Total:	.00
Est Sales Tax:	.00
Grand Total:	\$ .00

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.

*I HAVE HAD THIS RIFLE SEVERAL YRS -  
DONT HAVE PROOF OF PURCHASE (LOST.)*

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)

Arms Services  
SR# SR00004338  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:









