

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6420

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
238501	8/19/2011	8/3/2011	8/22/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Talley	12703 Tammarack	Houston	TX	77013		C 281-389-8724

## Incident Information

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

8/3/11: Customer called in. He stated that he had FSR in Dec. 2010. No damage, No injury. He stated gun is about 30 yrs old. He took it to Gander Mtn & they told him to call us. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6207378	EZ	10/6/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH LAKE CHARLES LA		N			

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 - Quote to repair under BLM						

Repair/Replacement Cost Repair/Replacement Date

\$30.40 8/26/2011

8/3/11: Mailing ARS, letter, form. Box order# 1238820. df 8/26/11: Waiting on report from Ilion. Repair shows "could not duplicate concern.can offer to replace trigger plate assm,clean and test fire under bolt lock program" - quote. Customer called & apprvd quote & paid by credit card. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/22/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		EZ
	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	SMALL FINISH CRACKS,DENTS SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

22"  
EZ 10/7  
6#  
010

COPY

6420

August 3, 2011

John Talley  
12703 Tammarack  
Houston, TX 77013  
Phone: 281-389-8724

Ref: # 6420, Model 700

Dear Mr. Talley,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form. A box will arrive separately.

**Please include a copy of this letter and form to put inside the shipping container. The letter and form inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results. I will contact you once I get the report.**

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co., LLC  
Phone: 1-800-243-9700 press 0 and ask for ext 8686  
Fax: 336-548-7872

Serial  
Number:

A6207378

Model: 700



RE00238501

could not duplicate concern.  
can offer to replace TPA, clean  
+ Test fire under BCP Ron  
\$20.00 + ship

RECEIVED  
AUG 26 2011

Quote

BY:.....

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

Print

Reset

<b>Model</b> Number: 700		<b>Serial</b> Number: A6207378	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: JOHN W. TALLEY		Date of Purchase: ?	
Address (no PO Boxes):			
City: HOUSTON		State: TX	Zip: 77013
Phone (Daytime): 281-389-8724		Fax: N/A	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) JOHN JR 7791 @ SBC GLOBAL . NET			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: ATTEMPTED TO REMOVE LIVE ROUND FROM CHAMBER. SWITCHED FROM SAFETY TO FIRE IN ORDER TO UNBOLT ROUND AND GUN FIRED.  DECEMBER 2010			
500 characters left			
<b>Ammunition Information:</b>			
Manufacturer: REMINGTON		Type: 270 WIN	
Other (i.e. bullet weight/type, shot size, powder): 150 GR. CORE-LOKT SP R270W4			
<b>Handload Information:</b>			
Powder Used: N/A		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: <u>HOPPE'S 9</u>
How often do you clean the bore? (Months or Number of rounds) <u>10 TO 15 ROUNDS</u>
How often do you clean the action? (Months or Number of rounds) <u>10 TO 15 ROUNDS</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>10 TO 15 ROUNDS</u>
Brand of lubricant used: <u>HOPPE'S 9</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>10 TO 15 ROUNDS</u>
How often do you lubricate the action? (Months or Number of rounds) <u>10 TO 15 ROUNDS</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>10 TO 15 ROUNDS</u>
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? <u>N/A</u>
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</b>
<input type="checkbox"/> <b>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.</b>  :: Record the serial number of your firearm before sending it. :: 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.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper

# RETURN ADDRESS

JOHN W. TALLEY

12703 TAMMARACK

HOU. TX. 77013



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	8/3/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
<b>MEDIA COORDINATOR TO MAIL</b>		<b>I WILL MAIL</b>	<b>XXXXXX</b>
DESCRIPTION: Ref# 6420 rifle			

## LABEL INFORMATION

MAIL LABEL TO: John Talley 12703 Tammarack Houston, TX 77013 Phone: 281-389-8724
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 AUG 3, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969065772066  
REF 1: JOHN TALLEY/CD/DMF  
REF 2: REF#6420/RIFLE

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs: SVC T/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  
TOT PUB CHG 11.64 PUB+HANDLING 11.64







