

Remington Arms Co., Inc.
Product Service
Legal Case #:7865

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
277737	8/7/2012	8/20/2012	8/20/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Patrick	Chard	167 Tracy Rd.	Hudson Falls	NY	12839		H 518-747-7480

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

Customer sent rifle in w/note. Customer stated this was his father's gun. He said when you take the rifle off Safe, the gun will fire. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6718147	BV	1/26/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	*ATHEWS/BOUCHER ROCHESTER NY		N			

CONCERN: FIRES WHEN TAKING SAFETY OFF

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

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				
	\$29					

8/22/12: Per Ilion - TA very dirty & has a sticky lube residue causing parts to bind & work sluggish. Replace TA, clean & test fire under BLM - quote. A CSR in Consumer Service has already contact customer about quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		8/20/2012
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		BV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn; Functioning	

	Condition		
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	WORKS SLUGGISH
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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	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---	.009"
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY, PARTS BIND WORKS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	10+#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



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.**

22
34
10

Service Request Number: SR00015411
Serial Number / Description: A6718147

7865

Date of Request: 03/16/2012
Date Printed: 07/27/2012

Customer:
PATRICK CHARD
167 TRACY ROAD
HUDSON FALLS, NY 12839 US

Destination:
Arms Services
14 Hoefler Ave
Ilion, NY 13357 US

Email:

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:
M240 - BOLT LOCK SAFETY MODIFICATION

Service Request Section

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number: A6718147
Model: 700



RE00277737

RECEIVED
AUG 22 2012

BY:

T.A. very dirty + has a sticky
Lube residue causing parts to
BIND + work sluggish. replace
TPA, clean + test under BLP
for 20. + ship
Q

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
Grand Total: \$.00

Dear Remington,

This gun is very special to me it was my father's gun, and my Dad has passed on now it mine, it means a lot to me.

With this gun, Dad and I still will be able to hunt together.

This is what's going on with this gun, when you cock the bolt and then put the SAFE on it works.

Then point the gun in safe direction pull the trigger, it works.

But when you go to take the SAFE off the gun fires without touching the trigger.

"Not Good"

Please check it out
and make SAFE for me.

Patricia William Chard

Thank you.





