

Remington Arms Co., Inc.
Product Service
Legal Case #:8441

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
297520	1/21/2013	1/7/2013	1/22/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bobby	Clark	341 Mountain View Trail	Burlington	NC	27217		H 336-421-1103

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Delayed firing, fired when closing bolt	Cause:4015 Improper Maintenance Concern:1023 Delayed Firing - Firearms	Unknown	
C				

1/7/13 Per call from Clark, he pulled his 700 out after it had been in the safe for a few years to see if it needed to be re-sighted in. He put 3 rounds in it and the 1st 2 had delayed firing. The 3rd round fired when he closed the bolt on it. It is about 35 yrs old and he had only fired about 20 rounds in it.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6443674	CO	4/1/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	J C PENNY STATESVILLE NC		Y			

CONCERN: DELAYED FIRING

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, replace TPA, clean, test at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	29.04	1/25/2013				

1/7/13 Mailing box and ARS.cm 1/25/13 Per Ilion, trigger assm has a dried and sticky lube residue causing parts to bind and work sluggish. Replace TPA, clean, test at BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/22/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		CO
	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; Not Functioning	BINDS
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		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DRIED LUBE RESIDUE,PARTS BIND AND WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	7#
	Altered	True	SEALANT MISSING
	Sub-Assembly	M/700 Bolt Lock	

Remington®

72"
CO 4/77
7#
.008

January 7, 2013

8441

Bobby Clark
341 Mountain View Trail
Burlington, NC 27217

Subject: Case # 8441, Model 700, SR# 40688

Dear Mr. Clark,

Please include a copy of this letter with the rifle as well as the Service Request form.
The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly. Please mark the small ends of the boxes "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
JAN 24 2013

BY:.....

Serial
Number:

A6443674

Model: 700



RE00297520

T.A. has a dried + sticky
LUBE residue causing parts
to bind + work sluggish. Rep.
TPA, clean + restund. BLP
Ron 20 - +

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #8441

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.**

Service Request Number SR00040688	Serial Number / Description A6443674	Date of Request: 01/07/2013 Date Printed: 01/07/2013
Customer: BOBBY CLARK 341 MOUNTAIN VIEW TRAIL BURLINGTON, NC 27217 US Email:	Destination: Arms Services 14 Hoefler 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
Prod Serv #8441, Delayed firing and fired when closing bolt.cm

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

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

ARS LABEL REQUEST FORM

DATE: 01/07/2013	Service Request # SR00040688
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelles	email address: Christy.Mitchell@remington.com

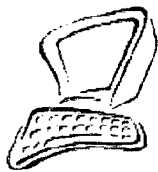
Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

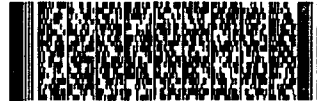
MAIL LABEL TO:	BOBBY CLARK 341 MOUNTAIN VIEW TRAIL BURLINGTON, NC 27217 US SR00040688 Email:
RETURN ITEM TO:	ILN Arms Services

4XX596 JAN 7, 2013 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX5968067104980 ALL CURRENCY USD
 REF 1:SR00040688
 REF 2:
 HC 0.00 CNS 0.00 FRT: 3RD
 SHIPMENT PUB RATE CHARGES: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.50
 DC 0.00 DGD 0.00 ROD 0.00
 AH 0.00 PR 0.00 PUB+HANDLING 9.73
 TOT PUB CHG 9.73

ATTN: Prod Serv #8441



ShipRequest™



Ship To: Bobby Clark
Company:
Address 1: 341 Mountain View Trail
Address 2:
Address 3:
City: Burlington
State/Province: North Carolina
ZIP/Postal Code: 27217
Country: United States
email:
Phone:
Account: 230145
Package Type: Package
Address Type: Residential
Deliver By: Wed, January 9, 2013
Package ID: 8800

Special Instructions:

Sender Name: Christy Mitchell
email: Christy.Mitchell@remington.com
Prepared By:
Phone:

Date: 01-07-13 1 lb 15 oz

Acct #	: 230145	Base \$	5.84
Cust #	: 00L0000011884	Spc \$	0.00
Zip/Zone	: 27217 / 2	Addl \$	0.00
Trk #	: 1Z4XX5960300050559	Total \$	5.84
Pkg ID #	: 8800		
Service	: UPS Ground		







