File   Edit   View   Records   Window   Help

Customer Service Data Entry

FIND

Field	Value	Field	Value
File Number:	9126	Arms Service number:	9703803
Last Name:	HELMS	First Name:	EUGENE
Street:	1312 PICKARD RD	City:	THOMASTON
State:	GA	Zip: 30286	Home Ph:	

Work Ph: | | Product Type: | F | F A T O |

Type Concern: | S | PI PD P S C | Concern Code: | 1007 |

Concern: | FIRED ON SAFE RELEASE |

Cause Code: | 4015 | Cause: | IMPROPER MAINTENANCE |

Assigned To: | FAST | Classification: | UNJ | UNJ UNC UND J |

Settlement Detail: | REPAIR AT SPCL PRICE | Settlement Amount: | $0.00 |

Date Opened Rem: | 2/11/97 | Date Opened by P/S: | 2/12/97 | Caliber: | 270 |

Date of Incident: | | Date Closed: | 2/12/97 | Bullet Weight: | |

Date to Analysis: | | Date from Analysis: | | Manufacturer: | REM |

Model: | 700 | Serial: | 86626758 | Date Code: | DE | Date Mfgd: | 9/1/84 |

RAMAC: | 700 | Litigation: ☐ | PreLitigation: ☐ | Obsolete: ☐ |

Custody: | | Comments: | SEVERELY GUMMED UP INTERNALLY |

Time of Modification: | 8:44:25 AM | Date of Modification: | 2/12/97 |

Form View

CAPS NUM

RECEIVING AND ESTIMATING REPORT	COMMENTS		ORDER

RECEIVING AND ESTIMATING REPORT

COMMENTS

PRODUCT SERVICE

R 97-03803

INITIAL **JJM**

DATE RECEIVED	DATE OPENED	DATE CODE	SERIAL NUMBER	NEW SERIAL NUMBER	MODEL AND GRADE
02/04/97	02/11/97	DE 9-84	B6626758		700 270 ADL

ACCESSORIES **W/STUDS**

FROM:
HELMS, EUGENE
1312 PICKARD RD
THOMASTON   GA   30286

SHIP TO:
HELMS, EUGENE
1312 PICKARD RD
THOMASTON   GA
                   30286

CUST NO:160023 C.O.D

ACCOUNT NUMBER	ACCOUNT NUMBER N/C	WRITE ☐	PROM. DATE	ESTIMATED	VIA UPS

GUN CONDITION
- ☐ NEW
- ☐ LIGHTLY WORN
- ☐ WORN
- ☐ VERY WORN
- ☐ UNREPAIRABLE
- ☐ MARRED

REPAIR CHARGE	
EXCISE	
TAX	
INSURANCE	
UPS	
PARCEL POST	
TOTAL	

CUSTOMER CONCERN	AMMO	FUNCTION	FINISH	ACCURACY	FIT	INSPECT
CYCLE	*Had gun fire when safe was released*					
TRIGGER GROUP	B2			E1	F1	
BOLT ASSY.	B3			E2	F2	
BARREL ASSY.	*First shot is 4 to 6"* D1 *left and 18"* F3 *low*					
REC. ASSY.	B5			E4	F4	
WOOD		C1	D3	E5	F5	
METAL		C2				

MAIN FAULT *Trig. is slow to retract and sear sticks in housing due to old gummed up oil. Trigger and inside of housing so gummed up it could not be cleaned without disassembly — replace trig. Removed Duck Tape from underside of receiver.*

PARTS *Trig Assy.*

COMMENTS *Trig pull 5 1/4 to 6 #'s as Rec'd*

Bolt Stop sticks

See owners manual for proper. Care and maintainence

REPAIRMAN	PROOF	CLEAN	TEST	TARGET	PATTERN
GALLERY TESTER	DATE	DATE	DATE	DATE	DATE

RD6925 REV. 11.96

PS 34616

Remington®

REMINGTON ARMS COMPANY, INC.

SPORTING ARMS-AMMUNITION-TARGETS-TRAPS

ILION, NEW YORK 13357

TELEPHONE (315) 895-3200

MR EUGENE HELMS
1312 PICKARD RD
THOMASTON GA   30286

January 14, 1997

SUBJECT: REMINGTON M/700

Dear Sir:

Thank you for your recent letter regarding the repair of
your firearm.

Please package your firearm and send it directly to:

> REMINGTON ARMS CO., INC.
> ARMS SERVICE DIVISION
> 14 HOEFLER AVENUE
> ILION NY   13357

Insert all correspondence inside the package. Briefly
describe the problem you are experiencing with your firearm.
Be sure to include your complete **street address** including zip
code and phone number with area code for UPS return.

If warranty repair is being claimed, proof of purchase is
required. Do not send your firearm in a hard case. If you
need a box, please call and we will send you one. Our toll
free number is **1-800-243-9700, press 2, and then press 2
again.** Also do not send in any ammo or accessories.

As soon as we receive your gun, we will acknowledge receipt
and advise you of our findings.

We look forward to being of service to you.

sincerely,

Charles Dekanek

ARMS SERVICE DIVISION

/kc

PS 34617

To   Remington Arms Company

From   Eugene Helms
       1312 Pickard Road
       Thomaston Ga. 30286

Subject   Rifle / Mod.# 700
          Cal. 270
          Ser.# B6626758

    Dear Remington Arms
Since I purchased this rifle I have had A couple of problems
that I need your help with.
<u>PROBLEM #1</u>
When the trigger would be pulled with the safty off the rifle
would not fire and then with no pressure on the trigger you
could move the rifle and it would fire. I had A Gunsmith
correct this problem.
   <u>PROBLEM# 2</u>
On my first shot the rifle shoots about 4-6" left and about
18" low, then without any adjustment I always fire A second
round to be sure and hit the bullseye. As long as I continue
to shoot all is fine but if I lay the rifle to the side for
A few minutes and then refire it the rifle hits low to the
left again then the second shot hits center as do all of the
following rounds.
X̄XXXXXXXXXXX
It has taken two shots to kill A deer every time but untill
this year when sighting before the season I noticed what was
happening.
I have been advised that the barrel is not properly seated
into the receiver and that glassbedding would be the only way
to correct this problem.
This rifle was chosen because I have had Heart surgery and
the low recoil makes this rifle my choice to hunt with but
this problem makes me use an older model 742 / 3006.
This season is almost over but with your help I hope to be
able to use this rifle next season.
Would you please let me know if there is anyway you can help
me so I can correct this before next season.

                    Thanks for your time
                    and many good hunts

                  Eugene Helms
                  12-30-96

* Duct Tape Corrected this problem
   Please check this problem