

Remington Arms Co., Inc.
Product Service
Legal Case #:3067

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
158538	1/12/2009	1/13/2009	1/13/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		William D.	Calloway	PO Box 471	Highlands	NC	28741		H 828-421-7514

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4015	Improper Maintenance	Unknown	
C	Concern:1008	Fired on Bolt Closing		

Loading shell into breech with safety off, rifle will automatically fire. Trigger sticking and causes delayed firing. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/280 REM		C6264574	PI 6/10/1988

Date Purchased	Where Purchased	Accessories	Original Owner
	MUNSON SPORTING GOODS CO INC	TWO PIECE SCOPE BASE,BOTTOM HALF OF RINGS	U

CONCERN:FBC,DELAYED FIRING

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
Repair at 1/2 normal charges as goodwill gesture						

Repair/Replacement Cost	Repair/Replacement Date
	1/16/2009

1/16/09: Customer was mailed an estimate for \$70.20 on 1/14/09. I spoke to customer & he approved & gave payment. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/13/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	
Barrel	Description		22" 280 REM MR
	Date Code		PI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown		

	Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	WORKS SLUGGISH
	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	Worn; Functioning	ACTION VERY DIRTY
	Stock Condition	Worn; Functioning	MARRED,DENTED,LEFT OVER PAINT
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN.DIRTY, STICKY LUBRICATION, RESIDUE
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,BOTTOM HALF OF RINGS

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00158538** Serial: C6264574 Model: 700 Center Fire Caliber: 280 REM Produced: 06/10/1988 Repairman: **Bruce Travis**
 Verify Repair Status: **Approval Hold 1/13/2009 7:22:29 AM**

Address Information

Customer: **WILLIAM D CALLOWAY** Received From: **WILLIAM D CALLOWAY** Return To: **WILLIAM D CALLOWAY** Received From:

Address 1: **P.O. BOX 471** Address 2: **P.O. BOX 471**
 City: **HIGHLANDS** State: **NC** Zip Code: **28741** Country: **US**

History / Status

Date	Code	User ID	Desc1	Current Status
1/12/2009 6:14:4	New	valentids	Repair Added	Approval Hold
1/12/2009 6:16:1	Update	valentids	Repair information change	1/13/2009 7:22:29 AM
1/12/2009 6:16:5	Expedite	valentids	From: Check In	Travisbw
1/13/2009 7:16:5	Expedite	Travisbw	From: Product Services	Approve Rack
1/13/2009 7:22:2	Estimate	Travisbw	Estimate Update	Repair Location
1/13/2009 7:38:2	Expedite	pencerl	From: Repair Bench	ILN

Shipping / Billing

Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair ☐

Repair Search **Refresh** **Close**

supnll 1/13/2009 8:46 AM CAPS NUM INS SCFI

start Inbox - Microsoft O PS Hold Guns AS Arms Services Repa Microsoft Word Current Cases - Mic 8:46 AM

3067

PI 6/98
2211
6#
010

William D. Calloway
 P.O. Box 471 3199 Yellow Mtn. Rd
 Highlands, NC 28741 Calloway, NC 28723
 828-421-7514

Serial
Number:

C6264574

December 22, 2008

Model: 700



RE00158538

Remington Arms Co, Inc
 14 Hoefler Avenue
 Ilion, NY 13357

RE: Rifle-model 700 Mountain Rifle,
 280 Caliber, Serial # C6264574

To Whom It May Concern,

Problems:

1. Loading shell into Breech with safety off, rifle will automatically fire.
2. Trigger sticking and causes delayed firing.

Thank you.

Sincerely,

William D. Calloway

Will follow down. Trig ASSM.
 Contaminated w/A, partially
 dried + sticky lubrication
 residue, causing parts to bind
 work sluggish. replace TRA,
 check over, clean. AT 1/2
 normal charges. Good will gesture

Quote