

Remington Arms Co., Inc.
Product Service
Legal Case #:2293

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
143594	4/1/2008	4/2/2008	4/2/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ray	McIntyre	277 Blythewood Road	Columbus	MS	39701		H 662-327-1710

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	rifle fired when safety was disengaged	Concern:1007 Fired on Safe Release		
C				

4/3/08-correspondence from repair-firearm has disengaged twice when safety was disengaged.Wants trigger changed.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	6731593	AY	3/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
	S S KRESGE FT WAYNE IN	SCOPE BASE,RECOIL PAD	U			

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
Replace TA under SMP						
	Repair/Replacement Cost	Repair/Replacement Date				

4/3/08-Quote sent to replace TA under smp.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/2/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		AY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	FINISH WEAR
	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	Worn; Functioning	MANY MARS/SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	MIN TRIG RETURN
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE, RECOIL PAD

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: **RE00143594** Serial: 6731593 Model 700 Center Fire Caliber 270 WIN Repairman: Status: New 4/1/2008 12:56:54 PM

Verify Repair

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **RAY MCINTYRE** **RAY MCINTYRE**

Address 1: **277 BLYTHWOOD ROAD** **277 BLYTHWOOD ROAD**

Address 2: PO Box:

City: **COLUMBUS** **COLUMBUS**

State: **MS** Zip Code: **39701** Country: **US** State: **MS** Zip Code: **39701** Country: **US**

FFL: ☐

Contact / Condition **Problems** **Estimate** **History / Status** **Shipping / Billing**

Date	User ID	Desc1	Desc2
3/25/2008 3:02:1	valentids	Repair Added	
4/1/2008 12:56:5	valentids	Repair information change	
4/1/2008 12:57:3	valentids	From Check In	To:
4/2/2008 7:33:25	supryll	Returned to AS for repair	Bolt Lock Modification Program

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

Current Status: **New** 4/1/2008 12:56:54 PM valentids

Product Services: Repair Location: **ILN** Current Location: **ILN** Transfer Number:

Repair Search Refresh Close

supryll 4/2/2008 7:33 AM EAPS NUM INS SCPL

start Inbox - Microsoft Out... Arms Services Repair ... Microsoft Excel - PS H...

RECEIVED

APR 03 2008

BY: *[Signature]*

2295

34
AY 3/74
22"
.012

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: <u>MODEL 700</u>		Serial Number: <u>6731593</u>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>RAY MCINTYRE</u>		Date of Purchase: <u>OCT. 1975</u>	
Address (no PO Boxes): <u>277 BLYTHEWOOD ROAD</u>			
City: <u>COLUMBUS</u>		State: <u>MS.</u>	Zip: <u>39701</u>
Phone (Daytime): <u>1-662-327-1710</u>		Fax: <u>1-662-327-1710</u>	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: <u>FIREARM HAS DISCHARGED (FIRED)</u> <u>TWICE WHEN SAFETY WAS DISENGAGED (MOVED TO</u> <u>FIRE POSITION) TO UNLOAD</u>			
<u>IF POSSIBLE PLEASE MODIFY SO THAT BOLT CAN BE</u> <u>OPENED WITH SAFETY IN SAFE POSITION</u>			
<u>PLEASE ADVISE ON NEW TRIGGER ASSEMBLY</u>			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u>130 GR. CORE-LOKT PTD SOFT PT.</u>	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: <u>HOPPE'S No. 9</u>			
How often do you clean the bore? (Months or Number of rounds) <u>ONCE YEARLY (20 ROUNDS)</u>			
How often do you clean the action? (Months or Number of rounds) <u>ONCE YEARLY (20 ROUNDS)</u>			
How often do you clean the trigger assembly? (Months or Number of rounds) <u>HAS NEVER</u> <u>BEEN CLEANED</u>			
Brand of lubricant used: <u>BROWNING OIL</u> & <u>REM-OIL</u>			

How often do you lubricate the bore? (Months or Number of rounds)	ONCE YEARLY (20 ROUNDS)
How often do you lubricate the action? (Months or Number of rounds)	ONCE YEARLY (20 ROUNDS)
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
HAS NEVER BEEN LUBRICATED	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Comments: PLEASE SEND CLEANING AND MAINTENANCE RECOMMENDATIONS WITH RETURN OF FIREARM	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
NEVER	
What were the services performed?	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p align="center">REMINGTON ARMS CO., INC</p> <p align="center">ATTN: Arms Service Division</p> <p align="center">14 Hoefler Ave</p> <p align="center">Ilion, NY 13357</p>	
<p>⚠ 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.</p>	
<p>Record the serial number of your firearm before sending it.</p>	

Serial Number:

6731593

Model: 700



RE00143594

je in shipping and handling. Preferably,
turned.)

or damage.

ie box. Shipments without a proper

Remington is not responsible for
chase insurance from your carrier.

ies:

l to you C.O.D. (To avoid C.O.D. Charges, please
our gun)

ate detailing the nature of the repair, applicable taxes
and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order,
or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over
\$75.00 by setting a pre-authorized amount that can be billed to your credit card.

could not duplicate concern
TPR. set screws altered.
replace TPA, check over, clean
underbolt lock program for
\$20.00 + S+H

Quote