

Remington Arms Co., Inc.
Product Service
Legal Case #:9875

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
335398	1/24/2014	1/27/2014	1/27/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Bass Pro Shops		Bass Pro Shops	3629 Outdoor Sportsman Place	Kodak	TN	37764		H (865) 932-5600

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	FSR	Concern:1007 Fired on Safe Release	Unknown	
C				

Per Bass Pro Repair Form, "gun fired when safety was pushed off." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27267	56710992	DD	9/22/2009 6:45:09 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN	TWO PIECE BASE	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
Per Ilion, replace trigger, check over and test fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$49					

1/28/14: Per Ilion, " could not duplicat concern. "to restore confidence in rifle as a good will gesture will replace trigger assembly, check over and test fire at no charge." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/27/2014
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WIN 55
	Date Code		DD
	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; 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	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3.5#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:(800) 243-9700/F:(336) 548-7801

www.remington.com

Page: 1

ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

Customer:

BASS PRO
3629 OUTDOOR SPORTSMAN PLACE
KODAK, TN 37764 US

Item Return To:

BASS PRO
3629 OUTDOOR SPORTSMAN PLACE
KODAK, TN 37764 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp. Date _____

Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____

Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Repair Number	Serial Number / Description	Date Received:	01/24/2014
RE00335398	86710992	Estimate Date:	01/27/2014
	Model: 700S 270 Caliber BOLT Action RIFLE MfgBy:	Date Printed:	2/28/2014
	Remington-USA		

Problems

Reported

R014 - Service Request

Found

X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments

to restore confidence in rifle as a good will gesture will replace trigger assembly, check over and test fire at no charge

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F306372B	Part	700 SS XMP EA TRIG ASSB RH SILVER (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0	.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

FIREARMS REPAIR FORM

SKU: 1856475

S#:

S6710992

UPC:

0033548914058

Customer Owned Firearm (circle one)

☒ YES (fill in section A)

Section A:

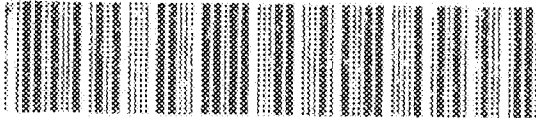
Customer Name: Dennis James TompkinsAddress: 265 DAWY CROCKETT DRIVECity: Greeneville State: TN Zip Code: 37743

Phone Number:

Home: 423-278-8861

S6710992

Model: 700S



RE00335398

RECEIVED
JAN 28 2014

EXT:

BY:

could not dyn concern.
To restore confidence in rifle
As a good will gesture will
rep. T.A. check over & test
at N/C #260974

NAME: Remington MODEL: 700SERIAL #: S6710992 CALIBER OR GAUGE: .270ACTION TYPE: Bolt SKU # (If Available): 1143175Included Items (check all that apply): Sling ☐ Scope ☒ Scope Mounts ☒ Original Box ☒

Section C:

Detailed Description of

Problem: Loaded cartridge disengaged safety and the round fired
Gun fired when safety was pushed off.

REPAIR CENTER RETURN TO: Bass Pro Shops 3629 Outdoor Sportsman Place, Kodak, TN. 37764

CUSTOMER'S SIGNATURE: Dennis Tompkins DATE: 1-19-14HUNTING LEAD'S SIGNATURE: [Signature] DATE: 1-19-14

To ensure that you enjoy your firearm purchase from Bass Pro Shops:

We strongly recommend that you read the owners manual and all safety materials before operating the firearm. It is very important that you understand the manufacturers directions and that you follow all safety precautions. We further recommend that you and your family attend a firearm safety course.

10 Commandments of Safe Gun Handling

1. ALWAYS keep the muzzle pointed in a safe direction.
2. Treat EVERY firearm as if it were loaded.
3. ALWAYS keep the action open except when actually hunting or preparing to shoot. ALWAYS wear approved shooting safety glasses and hearing protection.
4. Be sure the barrel and action are clear of obstructions and that the ammunition is appropriate for the firearm.
5. ALWAYS be sure of your target and beyond PRIOR to firing.
6. Avoid ALL horseplay with a firearm and NEVER point at anything you don't want to shoot.
7. NEVER climb a fence, tree, or jump a ditch with a loaded firearm.
8. NEVER shoot at a flat hard surface or water.
9. Firearms and ammunition should be stored and locked separately.
10. Do NOT use alcohol and/or other drugs at any time while handling a loaded firearm.

Customer Safety Checklist

Place a checkmark (✓) in the corresponding box as EACH step is completed.

- ☒ 1. Customer understands loading, unloading, and safe operation of firearm and has received warranty and manual (enclosed in firearm carton)
- ☒ 2. Installed trigger lock/shield on firearm, gave customer key accompanied with instruction sheet, and verbally provided installation instructions.
- Customers at our California locations are provided a DOJ approved trigger lock.

All firearm sales are final. Damaged or defective firearms must be returned to the manufacturer for warranty repair. Bass Pro Shops will not exchange damaged or defective firearms. We will assist customers with arrangements for warranty repairs to the manufacturer.

Again, thank you for your purchase, and we hope you enjoy the safe use of your firearm.

I verify the above information has been covered completely:

Customer Signature *Michael Thompson*

I verify the 4473 has been filled out completely and correctly:

Employee Signature *Tom West*

Date 12-27-12

