

Remington Arms Co., Inc.

Product Service

Legal Case #:10639

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
467599	9/23/2014	8/27/2014	9/26/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ronnie	Milner	17844 County Rd 426	Brazoria	TX	77422		H 979-798-6446

Incident Information

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

8/27/14: Received call from Ronnie Milner, he said that a few years ago while attempting to unload the gun, he pushed the safety off and the gun fired. He said that he shot a hole in his 1999 Ford Ranger. No injury. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	26281	S6649813	CC	4/14/2008 1:55:44 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD		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
Check over completely, repair as needed, and						

test fire at no
charge

Repair/Replacement Repair/Replacement
Cost Date
\$27

8/27/14: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1722191. Ticket # 166382. jbi
9/25/14: Per Ilion, "could not duplicate concern." jbi 9/26/14: I emailed Ilion to check over completely,
repair as needed, and test fire at no charge. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		K. COFFIN
	Exam Date		9/24/2014
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270WIN
	Date Code		CC
	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

	Function	Like new; Functioning	
Sear	Lift	---Select---	011
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3.5#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	

Quotation

Remington Service

PO Box 700

Madison, NC 27023-0700

Estimating Report

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

www.remington.com

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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:

Ronnie Milner
17844 County Rd 426
Brazoria, TX 77422 US

Item Return To:

Ronnie Milner
17844 County Rd 426
Brazoria, TX 77422 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:	09/23/2014
RE00467599	S6649813	Estimate Date:	09/29/2014
	Model: 700S 270 WIN Caliber BOLT Action RIFLE	Date Printed:	9/29/2014
	MfgBy: Remington-USA		

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
U030 - TRIGGER UPDATE-XMP

Found

U030 - TRIGGER UPDATE-XMP

Technician Comments

check over replace trigger assembly and repair as needed 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
4000114	Service	SERVICE GR-SHIPING & HANDLING (GUN REPA	1	Warranty	1	.00	.00
4000119	Service	SERVICE GR-TEST	1	Warranty	1	.00	.00

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

Remington.

244
CC4/05
3.15
10/11

August 28, 2014

COPY

Ronnie Milner
17844 County Rd 426
Brazoria, TX 77422
Phone: 979-798-6446

10639

Ref # 10639, Model 700, Serial # S6649813

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm.

I hope that this action will keep you a loyal Remington customer.

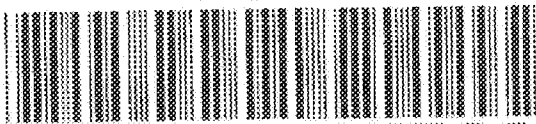
Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

TAG: 10801

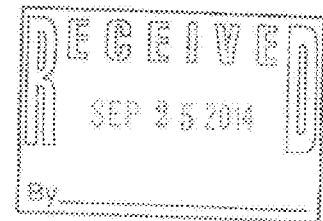
Serial Number:

S6649813

Model: 700S



RE00467599

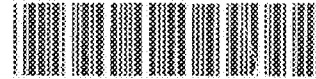


Service Request

Remington

PO Box 700

Madison, NC 27025-0700



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 166382	Serial Number / Description S6649813 700 MTN SS 270 WIN 22"	Date of Request: 08/27/2014 Date Printed: 08/27/2014
Customer: RONNIE MILNER 17844 County Rd 426 Brazoria TX 77422 US Email:	Destination: ARM Services 14 Hoeffer 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 this is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.		
Reason for Return A_R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

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 the item(s) are under warranty we will repair and return them. If the item(s) are not under warranty, you will be contacted with an estimate before work is performed. **Exception:** Estimates of \$75 or less will be serviced and returned via C.O.D. (cash on delivery) without notification, unless quote for all work is stated in the correspondence received.



www.remington.com

Remington Arms Company, LLC
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	8/27/2014	REQUESTED BY:	J.B. IRVING
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Rifle Ref.# 10639			

LABEL INFORMATION

MAIL LABEL TO: Ronnie Milner 17844 County Rd 426 Brazoria, TX 77422 Phone: 979-798-6446
RETURN ITEM TO Remington Arms Co LLC Attn: Arm Service 14 Hoefler Ave. Ilion, NY 13357

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX688 AUG 28, 2014 ACT WT 10.8 LBS #PK 1
SVC GND COM BL WT
TRACKING# 124XX6880000264874 ALL CURRENCY USD
REF 1: REF. #10639/JV/PD
REF 2:

HC 0.00	CNS 0.00	FRY: 3RD
SHIPMENT PUB RATE CHARGES:		SVC T/P USD
DV 0.00	COO 0.00	HS 0.50
DC 0.00	DDO 0.00	
AM 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 13.81		PUB + HANDLING 13.81



