

Remington Arms Co., Inc.
Product Service
Legal Case #:10379

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
435004	7/2/2014	6/3/2014	7/3/2014	5/30/2014			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tom	Nolen	11815 Vance Jackson, Unit 3101	San Antonio	TX	78230		H 210-690-9113

Incident Information

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

6/3/14: Received call from Tom Nolen, he said that his rifle fired when he took the safety off. No injury. No damage. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25791	RR63593B	LH	2/25/2013 9:21:24 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	LM BURNEY DISTRIBUTORS L		Y			

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 Repair/Replacement
Cost Date
\$27

6/3/14: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1668849. Ticket # 103891. UPS tracking # 1ZE133909091764681. jbi 7/7/14: Per Ilion, "check over, replace trigger assembly at no charge under recall." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		7/3/2014
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		LH
	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	
	Condition	Slightly Worn; Functioning	
Trigger	Pull	---Select---	2#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repair: 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 (5) 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:

TOM NOLEN
11815 VANCE JACKSON UNIT 3101
SAN ANTONIO, TX 78230 US

Item Return To:

TOM NOLEN
11815 VANCE JACKSON UNIT 3101
SAN ANTONIO, TX 78230 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

RE00435004

Serial Number / Description

RR63593B

Model: 700 270 Caliber BOLT Action RIFLE MfgBy:

Remington-USA

Date Received: 07/02/2014

Estimate Date: 07/03/2014

Date Printed: 7/9/2014

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

L030 - TRIGGER UPDATE-XMP

K607 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments

check over,replace trigger assembly at no charge under recall

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	GR-SHIPPING & 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

Service Request

Remington

PO Box 700

Madison, NC 27025-0700



Parts and Repairs: P:800-243-9700/F:336-548-7801 www.remington.com

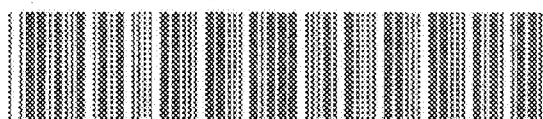
This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number 103891	Serial Number / Description RR63593B 700 BDL 270 WIN 22"	Date of Request: 06/03/2014 Date Printed: 06/03/2014
Customer: TOM NOLEN 11815 VANCE JACKSON UNIT 3101 SAN ANTONIO TX 78230 US Email:	Destination: ARM Services 14 Hoefler 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		

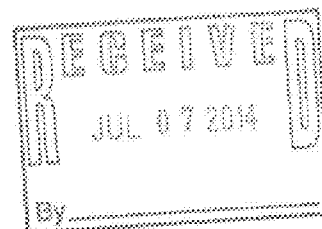
TAG: 0

RR63593B

Model: 700



RE00435004



could not dup. concern
check over, Rep. T.D. and.
recall test AT M/C

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.



