

Remington Arms Co., Inc.
Product Service
Legal Case #:10332

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
407524	5/19/2014	5/20/2014	5/20/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Robinson	4801 Lemonwood Court	Midland	TX	79707		H (432) 699-4487 E robinsonhj@suddenlink.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FBC	Concern:1008	Fired on Bolt Closing	Unknown	
C				

Ticket# 53850 - "Consumer doesn't fell comfortable shooting this rifle. Had sent in before, with same problem. Still have the gun fire, when closed. consumer wants gun replaced = @ the factory's discretion" df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	85478	G6974382	KG	5/18/2010 2:35:38 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN		U			

CONCERN: FBC, 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 TA @ n/c to restore confidence						

Repair/Replacement Repair/Replacement
Cost Date
\$27

5/22/14: Per Hion - Could not duplicate concern. To restore confidence, will replace TA, check over & test at n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/20/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WIN
	Date Code		KG
	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---	.010
	Notch	Slightly Worn; Functioning	

	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: F:(800) 243-9700/T:(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:

John Robinson
4801 Lemonwood Court
Midland, TX 79707 US

Item Return To:

John Robinson
4801 Lemonwood Court
Midland, TX 79707 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

RE00407524

Serial Number / Description

G6974382

Model: 700 270 Caliber BOLT Action RIFLE MfgBy:
Remington-USA

Date Received: 05/19/2014

Estimate Date: 05/20/2014

Date Printed: 5/29/2014

Problems

Reported

M071 - Fires when closing bolt
R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
U030 - TRIGGER UPDATE-XMP

Found

U030 - TRIGGER UPDATE-XMP
X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments

to restore confidence in rifle 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
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

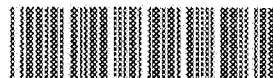
Grand Total: \$.00

Service Request

Remington

PO Box 700

Madison, NC 27025-0700



24
1265/11
45
1011

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

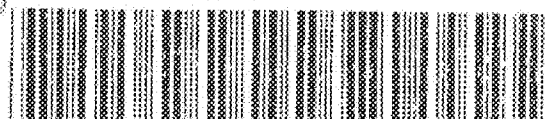
This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service.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

Service Request Number 53850	Serial Number / Description G6974382 700 ADL SYN AP-HID 270 WIN 24" W/SLING	Date of Request: 04/14/2014 Date Printed: 05/08/2014
Customer: JOHN ROBINSON 4801 Lemonwood Court Midland TX 79707 US Email: robinsonhj@SUDDENLINK.NET		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 M071 - Fires when closing bolt, AND SWITCHING FROM SAFETY TO FIRE		

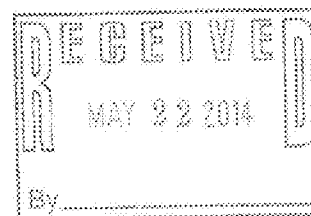
TAG: 0

G6974382

Model: 700



RE00407524



could not sep. concern.
to master carb. w/rep.
T.A. check over & 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.



