

Remington Arms Co., Inc.
Product Service
Legal Case #:2943

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
156397	12/5/2008	12/5/2008	12/5/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Henry Clay	Hayes	4916 Shiloh Rd	Hahira	GA	31632		H 229-563-0962 E achammer@windstream.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Fires on bolt closing	Concern:1008	Fired on Bolt Closing	Unknown
C				

Customer says, Weapon fires inadvertently - pushing bolt forward and down caused the rifle to fire without touching the trigger. This is an intermittent problem. I have a fear of this weapon and asked that you fix.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270	20000	B6234282	OA	7/16/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	DAVIDSON SUP GREENSBORO N C		U			

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Remington/700/CF/BA	Reimbursement Cash	Settlement Reim. Date	APV Cash	Date APV
BLM program							
	Repair/Replacement Cost	Repair/Replacement Date					
	45.00	12/8/2008					

12/5/2008 Returned to AS for bolt lock modification program. Clean action and install new TA under the program fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		12/5/2008
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4015	Improper Maintenance	The sear is sticking - when the trigger is pulled the firing pin release is delayed due to the sticky build up. Sometimes the sear does not return to its proper position and the firing pin will fall upon bolt closing. Sometimes the trigger will stick
Barrel	Description		22 inch model 700 270 caliber
	Date Code		OA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn;	

	Condition	Functioning	
Bolt	Firing Pin	Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Abused; Not Functioning	Stop is stuck due to sticky build up
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---	
Magazine	Condition	Slightly Worn; Functioning	
	Box 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		Model 700 Bolt Lock
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	Notch ok.
	Condition	Abused; Not Functioning	The sear is sticking due to sticky residue build up in the TA
Pull	Trigger	---Select---	5.0 lbs
Altered		False	
Sub- Assembly		M/700 Bolt Lock	

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: **RE00156397** Serial: 86234282 Model: 700 Center Fire Caliber: 270 WIN Repairman: Status: New 12/5/2008 7:47:57 AM

Verify Repair

Address Information

Customer: Received From Return To: Received From

Name: **HENRY CLAY HAYES** **HENRY CLAY HAYES**

Address 1: **4916 SHILOH RD.** **4916 SHILOH RD.**

Address 2: PO: Box: PO: Box:

City: **HAHIRA** **HAHIRA**

State: **GA** Zip Code: **31632** Country: **US** State: **GA** Zip Code: **31632** Country: **US**

FFL:

Date	User ID	Desc1	Desc2	Current Status
12/5/2008 7:47:57 AM	sanguinegf	Repair Added		New
12/5/2008 7:52:00 AM	sanguinegf	From: Check In	To:	12/5/2008 7:47:57 AM
12/5/2008 10:35:00 AM	supryfl	bolt lock modification program	returned to AS	sanguinegf
12/5/2008 10:35:00 AM	supryfl	From: Product Services	To: Repair Bench	Repair Bench

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

Repair Location: ILN
 Current Location: ILN
 Transfer Number:

supryfl 12/5/2008 1:41 PM CARS NUM JNS SCRL

start | Inbox - Microsoft Qu... | Arms Services Repair... | Microsoft Excel - PS... | Microsoft Word | Part Search by Mate... | 12/5/2008 1:41 PM

RECEIVED
DEC 08 2008

BY:

Model 700 Safety
Modification
General Repair Form



Back to Repair Services

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

#2943

Model Number: 700 / .270 CALIBER		Serial Number: B6234282	
Name: HENRY C. HAYES		Date of Purchase: 1982	
Address (no PO Boxes): 4916 SHILOH ROAD			
City: HAHIRA	State: GA	Zip: 31632	
Phone (Daytime): 229-563-0962		Fax: 229-794-1270	
E-mail Address: achammer@windstream.net			
<p>Please describe your problem:</p> <p>WEAPON FIRES INADVERTENTLY: MODEL 700 SAFETY MODIFICATION REQUIRED PER REMINGTON REPRESENTATIVE I TALKED TO O/A OCT 15, 2008.</p> <p>PUSHING BOLT FORWARD AND DOWN CAUSES THE RIFLE TO FIRE WITHOUT TOUCHING THE TRIGGER. THIS IS AN INTERMITTENT PROBLEM. I HAVE FEAR OF THIS WEAPON AND ASKED THAT YOU FIX.</p> <p>NOTE: BOLT IS IN BOX NEXT TO BARREL ALSO TAKE NOTE THAT THE SCOPE AND SCREWS ARE REMOVED. THANKS</p>			
98 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Ship your ENSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p>			

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Returned to AS
to clean action &
install new TA under
the Blm program
quote \$20.00
PWS

B6234282
R#E # 156397