

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4430

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
191859	3/15/2010	3/16/2010	3/16/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Bracewell	1951 Hwy 441 South	Dublin	GA	31021		H 478-296-7373

## Incident Information

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

3/19/10 Per note with rifle, "head space for bolt way too tight. Have to use rubber hammer to tap bolt handle up. Will spontaneously fire when bolt closed down on live round."cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84371	G6783559	WC	8/18/2008 11:39:53 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
1/29/2010	MT SPORTS, LLC	SCOPE BASE	U			

CONCERN:FSR,MIN HEADSPACE

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 TPA, clean at n/c to restore confidence						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.23	3/19/2010				

3/19/10 Per Ilion, could not duplicate concern. Headspace is okay, front takedown screw is contacting bolt on closing. Replace TPA, check over, clean to restore confidence in rifle.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/16/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	HEADSPACE IS OKAY,CUST.OVER TIGHTENED FRONT T.D. SCREW AFTER ALTERING STOCK AND SCREW IS CONTACTING BOLT LUG WHEN CLOSING
Barrel	Description		22" 308 WIN VTR MB
	Date Code		WC
	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	STOCK BBL CHANNEL ALTERED DENTS AND SCRATCHES IN STK
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	BROKEN SCOPE BASE SCREW IN SCOPE BASE
	Bulged	False	
Safety	Description		STANDARD XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		SCOPE BASE HAS ONLY ONE SCREW IN IT (BROKEN)

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: RE00191859 Serial: G6763569 Model 700 Center Fire Caliber: 308 WIN Produced: 08/18/2008 Repairman: Bruce Travis Status: Repairing 3/16/2010 7:44:03 AM

Verify Repair

#### Address Information

Customer: Received From: Return To: Received From:

Name: CHARLES BRACEWELL CHARLES BRACEWELL

Address 1: 1951 HWY 441 SOUTH 1951 HWY 441 SOUTH

Address 2: PO Box: PO Box:

City: DUBLIN DUBLIN

State: GA Zip Code: 31021 Country: US State: GA Zip Code: 31021 Country: US

FPL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
3/15/2010 1:33:4	New	thomaspe	Repair Added	Repairing
3/15/2010 1:35:3	Expedite	thomaspe	From: Check In	3/16/2010 7:44:03 AM
3/16/2010 7:14:4	Maint	Travisbw	Repair Maintenance	System
3/16/2010 7:41:4	Maint	Travisbw	Repair Maintenance	Repair Bench
3/16/2010 7:43:2	Estimate	Travisbw	Estimate Update	Repair Location
3/16/2010 7:44:0	Repairing	System	Immediate SAP Allocation	ILN
				Current Location
				ILN
				Transfer Number

Repair Search Refresh Close

supryll 3/16/2010 9:22 AM CAPE MUN IMS SCRL

start

20.23  
15. —  
12. —

RECEIVED  
MAR 17 2010

BY: .....

4430

# Remington.

## Factory Repair Instructions

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

Model Number: 700	Serial Number: G6783559
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: Charles Bracewell	Date of Purchase: 1/29/2010
Address (no PO Boxes): 1951 Hwy 441 South	
City: Dublin GA	State: GA Zip: 31021
Phone (Daytime): 478-296-7373	Fax: 478-296-7313
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem: Head space for bolt way too tight. Have to use rubber hammer to tap bolt handle up. Will spontaneously fire when bolt closed down on live round	
Ammunition Information:	
Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	
Handload Information:	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: Hoppes	
How often do you clean the bore? (Months or Number of rounds) Every month or 20 rds.	
How often do you clean the action? (Months or Number of rounds) Every 3 months	
How often do you clean the trigger assembly? (Months or Number of rounds) Once a year	
Brand of lubricant used: Hoppes	

22"  
wc 8/08  
5.5#  
012

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed?
Ship your INSURED firearm by either UPS or Parcel Post to:
<b>REMINGTON ARMS CO., INC</b>  <b>ATTN: Arms Service Division</b> <b>14 Hoefler Ave</b> <b>Ilion, NY 13357</b>

Serial Number:

**G6783559**

Model: **700**



**RE00191859**

IN YOUR FIREARM OR IN THE SAME BOX WITH THE  
IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE  
NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

ing it.  
Image in shipping and handling. Preferably,  
e returned.)  
oss or damage.  
le the box. Shipments without a proper

st. Remington is not responsible for  
purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.

*could not duplicate concern.  
Head space is okay, Front T.D.  
Screw is contacting BOLT on closing.  
Replace TPA, check over, clean to  
restore confidence in rifle.*

*warrenty*