

Remington Arms Co., Inc.
Product Service
Legal Case #:4232

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
185737	1/11/2010	1/12/2010	1/12/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dawn	Butterfield	14816 N 63rd Ave	Glendale	AZ	85306		H 602-943-8830

Incident Information

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

PI

PD

S fired on bolt closing and opening

Cause:4015 Improper Maintenance
Concern:1008 Fired on Bolt Closing

Unknown

C

1/14/10 Per letter with firearm, Butterfield states while loading a shell into the chamber and placing the bolt down, the firearm automatically fires without pulling the trigger. Placing the bolt in upward position while having a shell in the chamber the firearm automatically fires without pulling the trigger. Having a shell in the chamber and having the bolt down and tap on the bolt and the gun fires automatically without pulling the trigger. Did not do this a year ago in target practice.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	A6795741	WV	8/23/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
3/31/1996	MALLCO DIST PHOENIX AZ	AFT MKT STK	U			

CONCERN:FBC

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 inspect/decision replace TPA, clean at BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
45.23	1/14/2010

1/14/10 Per Ilion, trigger assembly is dirty. Trigger is binding, not returning properly. Replace TPA, check over, clean under bolt lock program price of \$20 + S&H.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/12/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	
	Description		22" 270 WIN, VENTED
	Date Code		WV
	Bore Plugged	False	

Barrel	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	---Select---	AFT MKT
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.014
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY STICKY TRIGGER SLUGGISH
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		AFT MKT STK

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: **RE00185737** Serial: A5795741 Model 700 Center Fire Caliber: 270 WIN Produced: 08/23/1979 Repairman: Status: Estimating 1/12/2010 8:05:26 AM

Address Information

Customer: ☒ Received From Return To: ☒ Received From

Name: **DAWN BUTTERFIELD** **DAWN BUTTERFIELD**

Address 1: **14816 N 63RD AVE** **14816 N 63RD AVE**

Address 2:

City: **GLENDALE** **GLENDALE**

State: **AZ** Zip Code: **85306** Country: **US** State: **AZ** Zip Code: **85306** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
1/11/2010 12:42	New	collinkr	Repair Added	Status: New
1/11/2010 12:46	Maint	collinkr	Repair Maintenance	Status: Estimal
1/12/2010 8:05:2	Maint	Travisbw	Repair Maintenance	

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

Current Status
 Estimating
 1/12/2010 8:05:26 AM
 collinkr
 Repair Bench
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

supply 1/12/2010 12:51 PM NUM INS SCRL

start | Info: Microsoft | Arms Services Re... | ENG Row Case | 17 DMS - etel Sar...

27
 35
 20.23
 812.23
 37.
 45.23

RECEIVED
 JAN 13 2010

BY:.....

4232

22"
WV 8/7
7#
.014

Remington

Factory Repair Instructions

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

Model Number: 700 ADL	Serial Number: A6795741
Are you the original owner?: ☒ YES ☐ NO	Bought Rifle used
Name: DAWN Butterfield	Date of Purchase: 3/31/96
Address (no PO Boxes): 14816 N. 63RD Ave.	
City: Glendale	State: AZ Zip: 85306
Phone (Daytime): 602 943 8830	Fax:
E-mail Address: huntressdawn@netzero.com	
☐ I would like to receive future e-mail updates from Remington.	
Please describe your problem: While Loading a shell into the chamber and placing the bolt down, the Firearm automatically Fires without pulling the Trigger. Placing the bolt in upward position while having a shell in the chamber, the Firearm automatically Fires without pulling the Trigger. Having a shell in the chamber and having the bolt down and Tap on the bolt, gun Fires automatically without pulling the Trigger. Gun did not do this a year ago in Target Practice.	
Ammunition Information:	
Manufacturer: Remington	Type: 270 win.
Other (i.e. bullet weight/type, shot size, powder): 150 GR. Core-Lokt sp	
Handload Information: None	
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: Outers Nitro Solvent or Hoppes	
How often do you clean the bore? (Months or Number of rounds) 6 months	
How often do you clean the action? (Months or Number of rounds) ? 6 months	
How often do you clean the trigger assembly? (Months or Number of rounds) 6	
Never have Taken the Gun apart.	
Brand of lubricant used: Outers Gun Oil or Hoppes	

TRIG. ASSM DIRTY, TRIG. IS BINDING -
not returning properly. Replace TPA
check over, clean under belt lock, program
Ron B 20.00 + \$14.

Quote

How often do you lubricate the bore? (Months or Number of rounds) 6 months

How often do you lubricate the action? (Months or Number of rounds) ? 6 months

How often do you lubricate the trigger assembly? (Months or Number of rounds) 6 months

Never have taken the gun apart

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?
☒ YES ☐ NO

Comments: I recieved an owners manual but wasn't given instructions on how to clean a rifle by disassembling the parts

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? 6

What were the services performed? 6

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON-UMC ARMS CO., INC

Service Division
 10004 N. CAVE CREEK RD.
 PHOENIX, AZ 85020
 (602) 944-7121

IN YOUR FIREARM OR IN THE SAME BOX WITH THE
 IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE

Serial Number: **A6795741**
 Model: **700**



RE00185737

OUTDOORSMANS

10004 N. CAVE CREEK RD.
 PHOENIX, AZ 85020
 (602) 944-7121

Date 31 MAR 96
 Date Due _____

RECEIPT

REM	MON 200 220	
SN	A6795741	349.00
273.60	7-8-96	
100.00	VISA	
173.60	7-15-96	

John M. ALLEN
 Customer
 Dawn Butler Field

Phone _____

Check # _____
 Cash _____
 Bank Card _____

Thank You!

Sub Total	349.00
Tax	24.60
TOTAL	373.60
Deposit	100.00
Balance	273.60