

Remington Arms Co., Inc.
Product Service
Legal Case #:3908

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
179001	10/30/2009	11/2/2009	11/2/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Raymon	Cortez	4207 Crosby-Cedar Bayou	Baytown	TX	77521		C 713-806-5627

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	fired on safety release Concern:1007 Fired on Safe Release			
C				

11/3/09 Per letter with rifle, he has not shot it much, had it in the safe 2-3 years.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	27478	E6473743	KS	7/23/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART WAREHOUSE #3R		U			

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
replace TPA, clean at 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

11/3/09 Trig set screws altered. No return on trigger. Replace TPA, check over, clean at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/2/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPR
	Date Code		KS
	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	DIRTY
	Stock Condition	Slightly Worn; Functioning	DIRTY
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIGGER NOT RETURNING EXCESS LUBE ON SAFETY
	Pull	---Select---	6.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-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: **RE00179001** Serial: **E6473743** Model: **700** Center Fire Caliber: **30.06** SPG Produced: **07/23/1998** Repeirman: **schultscm** Status: **Repairing 11/2/2009 6:56:39 AM**

Verify Repair

Address Information

Customer: **RAYMOND CORTEZ** Received From: **RAYMOND CORTEZ** Return To: **RAYMOND CORTEZ** Received From:

Address 1: **4207 CROSBY CEDAR BAYOU** Address 2: **4207 CROSBY CEDAR BAYOU** PO Box:

City: **BAYTOWN** State: **TX** Zip Code: **77521** Country: **US**

FFL:

Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing	
Date	Code	User ID	Desc1	Desc2				Current Status	
10/30/2009 8:38	New	schultscm	Repair Added		☐ Shipping Hold			Repairing	
10/30/2009 8:40	Expedite	schultscm	From: Check In	To:	☐ Interface Hold			11/2/2009 6:56:39 AM	
11/2/2009 6:56:3	Maint	travisbw	Repair Maintenance	Status: Repairing	☐ Estimate Sent			schultscm	
					☐ Parts Received			Repair Bench	
					☐ Passed Inspection			Repair Location	
					☐ Return As Received			ILN	
					☐ Has been Approved			Current Location	
					☐ Internal Repair			ILN	
								Transfer Number	

Repair Search Refresh Close

installing new TA at special price
 Adjustments altered - not enough
 spring tension to return the trigger
 under the sear.

FRED

35.39
 15
 12
 62.39

RECEIVED
 NOV 03 2009

BY:.....

22"
1655/18
6.5#

3908

Sir.

I BOUGHT THIS 30-06 AND USED IT 1 WEEK
OF DEER HUNTING. 10 OR 12 SHOTS
THE NEXT YR. I SHOT 4 TIMES AND THEN THE
TRIGGER FROZE, WHEN I TOOK THE SAFETY OFF AND
PUT IT ON FIRE IT DISCHARGED. TOOK IT TO SOME
GUNSMITH AND THEY SAID THEY COULD NOT WORK ON
IT BECAUSE IT WAS A FACTORY DEFECT. I HAD IT
IN THE GUN SAFE FOR 2 OR 3 YRS, BUT NOW I NEED
IT. MY S.K.S. IS NOT DOING THE JOB!

I DO NOT HAVE THE ORIGINAL BOX OR RECEIPT OF SALE
ANY MORE I CALLED CUSTOMER SERVICE AND THEY
GAVE ME YOUR ADDRESS.
CALL ME FOR ANY?

RIFLE 30-06 SPRG MODEL 700 SERIAL # 642343

RAYMOND CORTER
4207 CROSBY - CEDAR BAYOU
BAYTOWN, TEXAS 77521

CELL PHONE 713-806-5627

DATE 10-23-09
TRIG. SET SCREWS ALTERED.
NO RETURN ON TRIGGER.
REPLACE TRA, check over, clean

REMINGTON ARMS CO. INC. AT 1/2 NORMAL COST.
ATT. ARMS REPAIR SERVICE
14 HOFFLER AVE.
ELION, NEW YORK 13357

Quote

Serial
Number:

E6473743

Model: 700



RE00179001