

Remington Arms Co., Inc.

Product Service

Legal Case #:3828

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
176562	9/30/2009	10/1/2009	10/1/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Larry	Henderson	1324 Old Fort Rd	Monicks Corner	SC	29461		H 843-899-5114 C 843-697-1247

Incident Information

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

10/5/09 Owner alleges that after several years of use the rifle started firing when he closed the bolt. He took it to a local gunsmith twice to tighten the trigger, first time it reoccured, hasn't happened since the 2nd tightening.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN		6686768	RX	11/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE SCOPE BASE,LEATHER STOCK BOOT	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
replace TPA under BLSM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	60.39	10/5/2009				

10/5/09 Could not duplicate concern. Replace TPA, check over, clean, under BLSM program for \$20 + S&H.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/1/2009
	Product Type		RF

	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		RX
	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	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		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/RUSTY
	Pull	---Select---	6#

	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE,LEATHER STOCK BOOT

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: **RE00176562** Serial: 6606768 Model 700 Center Fire Caliber 270 WIN Repairman: Bruce Travis
 Verify Repair Status: ApprovalHold 10/1/2009 7:18:09 AM

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **LARRY HENDERSON** **LARRY HENDERSON**

Address 1: **1324 OLD FORT ROAD** **1324 OLD FORT ROAD**

Address 2: PO Box: PO Box:

City: **MONCKS CORNER** **MONCKS CORNER**

State: **SC** Zip Code: **29461** State: **SC** Zip Code: **29461** Country: **US** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
9/30/2009 12:47	New	valentids	Repair Added	ApprovalHold
9/30/2009 12:51	Expedite	valentids	From: Check In	10/1/2009 7:18:09 AM
10/1/2009 6:41:3	Maint	Travisbw	Repair Maintenance	Travisbw
10/1/2009 7:18:0	Estimate	Travisbw	Estimate Update	ApproveRack
10/1/2009 7:20:0	ApprovalHold	System	Immediate SAP Allocation	Repair Location
10/1/2009 8:08:4	Expedite	pencil	From: Repair Bench	ILN
				Current Location
				ILN
				Transfer Number

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

Repair Search **Refresh** **Close**

supply 10/1/2009 9:23 AM NUM

start 9:23 AM Arms Services Rep Microsoft Office

Bolt Lock Modification program

12
 35
 15
 35.39
 97.39
 -37
 60.39

RECEIVED
 OCT 02 2009

BY:

3828

Rx 11/73
22"
6#
007

Remington Repair
2009

Sept 24, .

After several years of use this rifle started firing when I closed the bolt-I didn't touch the trigger. I took it to a gun smith and he tightened the trigger. A short time later it happened again. Fortunately I was sighting the rifle in and it was pointed down range. The gun smith tightened the trigger again and put loc tight on it and it hasn't happened again but the trigger pull is way too heavy. I like a trigger pull 3-3 1/2 pounds. Please put this rifle thru your SMP program. E-Mail me at lhenderson@carolinaone.com and I will send you a check or a credit card no. which ever you prefer.

Sincerely,

Larry G. Henderson
Larry G. Henderson

Home ph. 843-844-5114
Cell - 843-697-1247

NUMBER: 6686768

Model: 700



RE00176562

could not duplicate
concern. replace TPA,
check over, clean
under BOLT LOCK PROGRAM
for \$20.00 + S&H

Quote

HS