

Remington Arms Co., Inc.
Product Service
Legal Case #:4240

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
185590	1/9/2010	1/14/2010	1/14/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Red Rock Sptg Goods		Red Rock Sptg G	700 S. Haynes Ave	Miles City	MT	59301		
Incident		Shane	Adams		Miles City	MT			H 406-421-5523

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S	firing pin keeps dropping	Concern:1031 Firing Pin Follows Down		
C				

1/15/10 Per letter with rifle, last year the firing pin would keep dropping when he would work the bolt. It was cold and blowing snow when it happened. He has used it this year and it never happened again.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM RUM	26275	S6419195	EV	9/21/2001 10:57:22 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOORSMANS HEADQUARTERS		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 1/2 normal charge						
Repair/Replacement Cost	Repair/Replacement Date					

1/15/10 Per Ilion, trigger set screws altered. Will follow down, unsafe condition. Replace TPA, check over, clean at 1/2 normal charges.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/14/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 7MM RUM SS
	Date Code		EV
	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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

Repair Number:	RE00185590	Serial:	S6419196 Model 700 Center Fire Caliber: 7 MM REM ULTRA MAG Produced: 09/21/2001	Repairman:	Bruce Travis
Verify Repair:				Status:	Approval/Hold 1/14/2010 9:18:16 AM

Address Information											
Customer:			☒ Received From			Return To:			☒ Received From		
Name: RED ROCK SPORTING GOODS						RED ROCK SPORTING GOODS					
Address 1: 700 S HAYNES AVE						700 S HAYNES AVE					
Address 2: PO Box:						PO Box:					
City: MILES CITY						MILES CITY					
State: MT		Zip Code: 59301		Country: US		State: MT		Zip Code: 59301		Country: US	

FFL: _____			
Contact / Condition	Problems	Estimate	History / Status
Date	Code	User ID	Desc1
1/9/2010 9:43:39	New	valentds	Repair Added
1/9/2010 9:47:26	Update	valentds	Repair information change
1/13/2010 2:52:24	Expedite	pencerl	From Check In
1/14/2010 8:53:22	Maint	Travisbw	Repair Maintenance
1/14/2010 9:16:55	Maint	Travisbw	Repair Maintenance
1/14/2010 9:18:11	Estimate	Travisbw	Estimate Update
1/14/2010 9:20:01	ApprovalHold	System	Immediate SAP Allocation
1/14/2010 9:32:01	Expedite	pencerl	From Repair Bench

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

Current Status
ApprovalHold
1/14/2010 9:18:16 AM
Travisbw
ApprovalBack
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search	Refresh	Close
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STATUS	1/14/2010	12:47 PM	CAT	NUM	INS	URL
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start | Info: Microsoft... | Arms Services Re... | HPMS: Global Ser... | 12:07 PM

RECEIVED
JAN 13 2010

BY: _____

To Whom it concerns. 4240

1/a My Remington acted up this last year during elk season. The firing pin would keep dropping when I would work the bolt. It was cold +^{2nd} blowing snow when this happened. I've used^{26"} it afterwards this year + never acted up again^{✓ 9/01 2010} during deer season. However the weather was much better, but even in harsh adverse conditions I wouldn't think it should do that???

Anyways, I like for you to check my rifle out + see if there's some defect.

I also heard the Remingtons with the "Key lock" on the bolt has some issue's. If my bolt is defected, is it possible to put in a bolt with out the Key lock??

Thank you for your time.

P.S. This problem I had a couple years ago with a faulty bolt that Remington replaced, so maybe it has to do with the Keylock? That was in this same rifle

Shane Adams

Miles City, Montana

406/421-5523

PURCHASE ORDER

6962

TO

REMINGTON

ADDRESS

14 HOFFLER AVE. TILTON, N.Y. 13357

SHIP TO

RED ROCK SPORTING GOODS

ADDRESS

700 SOUTH HAYNES AVE. MILES CITY, MONTANA

57301

REQ. NO.		FOR		DATE	
DATE REQUIRED		HOW SHIP		TERMS	
1	QUANTITY	PLEASE SUPPLY ITEMS LISTED BELOW		PRICE	UNIT
1	ENCLOSURE 120 RIFLE REMINGTON				
2	MODEL 700 SPS STN S# S6419195				
3	7MM REM ULTRA MAG				
4	DOOR SING				
5	WOULD YOU PLEASE REPAIR THIS				
6	RIFLE UNDER WARRANTY AS				
7	PER CUSTOMER LETTER ENCLOSED.				
8	WHEN BOLT IS CLOSED IT WILL				
9	FIRE WHEN COLO.				
10	THANKS				
11	C.B. Schantz				

REPAIR TAG - OFFICE RECORD

2914

Owner SHANE ADAMS 406-421-5523

Address _____ Phone _____

Make _____ Ser. No. _____

Date Rec'd 12-21-09 From _____ Del. _____ Repairs Made _____

Send BACK TO REMINGTON

AS BOLT WHEN CLOSED

FIRES WHEN COLO.

Labor _____

Parts _____

S6419195

Model: 700



RE00185590

TRIP. set screws ALTERED.
will follow down, unsafe
condition. replace TPA,
check over, clean AT 1/2
NOX and charges.

Dwile