Remington Arms Co., Inc.
Product Service
Legal Case #:4421

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
190625	3/1/2010	3/10/2010	3/10/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Chris	Reeves	105 Garden Dr.	Friendswood	TX	77546		H 281-993-1323

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4040 Other - Unspecified or Undetermined - Firearms		Unknown	
S	Concern:1007 Fired on Safe Release			
C Fired on Safe release				

Customer wrote on our repair form - Gun fires when safety is released. Gun is new out of box. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	84402	G6869720	PD	6/3/2009 7:14:21 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
12/1/2009	AMERICAN ROD & GUN		Y			

CONCERN:FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Federal	Barnes/130 gr	270 WIN				
Concern	**Other**	**Factory**	**Reload**			
0:		Y	N			

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 - repair under warranty						

Repair/Replacement Cost	Repair/Replacement Date
$75.64	3/11/2010

3/11/10: Per Fred S. - Will follow down. Replace TPA, check over, clean at n/c to restore confidence in rifle - warranty. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/10/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4040	Other - Unspecified or Undetermined - Firearms	
	Description		24" 270 WIN
	Date Code		PD

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: RE00190625

Verify Repair

Serial: G6869720 Model 700 Center Fire Caliber: 270 WIN Produced: 06/03/2009

Repairman: Patrick Bielanski

Status: Estimating 3/10/2010 8:42:29 AM

Address Information

Customer: (Received From)	Return To: (Received From)
Name: CHRIS REEVES	CHRIS REEVES
Address 1: 105 GARDEN DR	105 GARDEN DR
Address 2:	
PO Box:	PO Box:
City: FRIENDSWOOD	FRIENDSWOOD
State: TX Zip Code: 77546 Country: US	State: TX Zip Code: 77546 Country: US

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1
3/1/2010 8:55:56	New	thomaspe	Repair Added
3/8/2010 12:34:0	Expedite	pencerl	From: Check In

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

Current Status: Estimating

3/10/2010 8:42:29 AM

bielanskkp

Repair Bench

Repair Location: ILN

Current Location: ILN

Transfer Number:

Repair Search | Refresh | Close

supryl | 3/10/2010 | 10:02 AM | CAPS | NUM | INS | SCRL

start | Inbox - Microsoft... | Arms Services Re...

RECEIVED
MAR 1 1 2010
BY:.....

PS 11004

4421

24"
PD6/09
4#
.012

Remington

Factory Repair Instructions

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

Model Number: 700 XHR	**Serial Number:** G6869720
Are you the original owner?: ☒ YES ☐ NO	
MARY **Name:** ~~CHRISTOPHER~~ REEVES	**Date of Purchase:** DECEMBER 09
Address (no PO Boxes): 105 GARDEN DR	
City: FRIENDSWOOD	**State:** TX **Zip:** 77546
Phone (Daytime): 281-993-1323	**Fax:**

E-mail Address:

☒ I would like to receive future e-mail updates from Remington.

Please describe your problem: GUN FIRES WHEN SAFETY IS RELEASED. HAPPENED 3 TIMES AND COULD HAVE BEEN A CATASTROPHY!!

WAS ABLE TO RE-CREATE THE PROBLEM WITH NO AMMO ONCE.

GUN IS NEW OUT OF BOX.

Ammunition Information:

Manufacturer: FEDERAL	Type: BARNES 270 WIN
Other (i.e. bullet weight/type, shot size, powder): ~~TS~~ -130 GRAIN	

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: BRAND NEW GUN

How often do you clean the bore? (Months or Number of rounds) 11

How often do you clean the action? (Months or Number of rounds) 11

How often do you clean the trigger assembly? (Months or Number of rounds) 11

Brand of lubricant used: HEM OIL

PS 11005

How often do you lubricate the bore? (Months or Number of rounds) NEW GUN

How often do you lubricate the action? (Months or Number of rounds) NEW GUN

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

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☒ YES ☐ NO

Comments: THIS WAS A VERY SCARY EXPERIENCE!!

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

What were the services performed? N/A

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

REMINGTON ARMS CO., INC

ATTN: Arms Service Divison
14 Hoefler Ave
Ilion, NY 13357

Serial Number: G68697200

Model: 700

RE00190625

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

ng it.
mage 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.

Will follow down. replace TPA, check over, clean AT N/C TO RESTORE confidence IN RIFLE.

(WARRANTY)