

Remington Arms Co., Inc.
Product Service
Legal Case #:4145

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
183050	12/17/2009	12/18/2009	12/18/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Shannon	Rice	116 Windamere Dr	Hot Springs	AR	71913		H 501-609-5829 E sricen@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	occasionally fires on safe release	Concern:1007 Fired on Safe Release	Unknown	
C				

12/23/09 Per note with rifle, when taken off safety gun will discharge but not every time. Also hard to put on safety after shooting.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27094	G6674446	WB	8/3/2007 2:55:27 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
11/2/2007	WAL-MART STORE 0052		U			

CONCERN:FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	CL /130					
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 inspection/decision replace TPA n/c to restore confidence						

Repair/Replacement Cost	Repair/Replacement Date
116.34	12/23/2009

12/23/09 Per Ilion, could not duplicate concern. Chekc over, replace TPA to restore confidence in rifle at n/c. Note: Safety is designed to work when firing pin is in the ready to fire position.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/18/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		24" 270 WIN

	Date Code		WD
Barrel	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 XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

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: **RE00183050** Serial: **G6674446** Model: **700** Center Fire Caliber: Repairman: **Charles Swanson**
 Verify Repair: 270 WIN Produced: **08/03/2007** Status: **Estimating 12/18/2009 4:48:14 AM**

Address Information

Customer: **SHANNON RICE** Received From: **SHANNON RICE** Return To: **SHANNON RICE** Received From:

Address 1: **116 WINDAMERE DRIVE** Address 2: **116 WINDAMERE DRIVE**

City: **HOT SPRINGS NATIONAL PARK** State: **AR** Zip Code: **71913** Country: **US**

FPL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
12/14/2009 8:23	New	valentds	Repair Added	Estimating
12/17/2009 8:52	Expedite	penceil	From: Check In	12/18/2009 4:48:14 AM
12/18/2009 4:49	Estimate	swansonch	Estimate Update	swansonch
12/18/2009 6:18	Maint	Travisbw	Repair Maintenance	Repair Bench
				Repair Location
				ILN
				Current Location
				ILN
				Transfer Number

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

start | supyl | 12/18/2009 | 10:01 AM | CAPS | NUM | INS | TECH |

Arms Services Re... | Document - R2009

Could not duplicate.
 Installing new Trigger Assembly
 to restore customer's confidence
 in rifle.

FRED 12/18/09

RECEIVED
 DEC 21 2009

BY:.....

27
 21.84
 35.
 17.50
 15.
 116.34

4145

24"
WB8/0
4#
.012

Remington

Factory Repair Instructions

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

Model Number: 760		Serial Number: G 6174446	
Are you the original owner? ☒ YES ☐ NO			
Name: Shannon Rice		Date of Purchase: 11/02/07	
Address (no PO Boxes):			
116 Windermere Drive			
City: Hot Springs		State: AR	Zip: 71913
Phone (Daytime): 501 609 5829		Fax:	
E-mail Address: SRiceR@gmail.com			
☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem:			
When taken off safety gun will discharge but not every time. Also hard to put on safety after shooting.			
Ammunition Information:			
Manufacturer: Remington		Type: Core lock - 130 grain	
Other (i.e. bullet weight/type, shot size, powder): 130 grain			
Handload Information: N/A			
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: Hoppe's			
How often do you clean the bore? (Months or Number of rounds) End of Day after shooting			
How often do you clean the action? (Months or Number of rounds) N/A not taken apart			
How often do you clean the trigger assembly? (Months or Number of rounds) N/A have not cleaned			
Brand of lubricant used: Rem/oil			

How often do you lubricate the bore? (Months or Number of rounds) *Never Lubbed the Bore*

How often do you lubricate the action? (Months or Number of rounds) *N/A Never taken apart*

How often do you lubricate the trigger assembly? (Months or Number of rounds) *N/A Never taken apart*

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

☒ YES ☐ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? *Never*

What were the services performed? *N/A*

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

ARMS CO., INC

Service Division

After Ave

NY 13357

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

- :: Record the serial number on you will receive.
- :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably ship in a firearm box. (Note: Original boxes may not be returned.)
- :: Remove all accessories from your firearm to prevent loss or damage.
- :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
- :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to 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.

*could not duplicate concern
check over, replace TPA coilstone
confidence in rifle. AT H/C
Note: Safety is designed to work
when firing pin is in the ready to
fire position.*

WARRANTY

IN RETURN FOR YOUR TIME YOU COULD
RECEIVE ONE OF FIVE \$1000
WALMART SHOPPING CARDS

Must be 18 or older and a legal
resident of the 50 US or DC to
enter. No purchase necessary to
enter or win. To enter without
purchase and for complete official
rules visit
www.entry.survey.walmart.com.
Sweepstakes period ends on the date
shown in the official rules. Survey
must be taken within TWO weeks
of today.

Esta encuesta también se encuentra
en español en la página del Internet

THANK YOU

WAL★MART

Save money. Live better.™

WE SELL FOR LESS
MANAGER BENNY HARDAGE
(501) 624 - 2498
ST# 0052 OP# 00002602 TE# 78 TR# 02659
270 CALAMMO 004770005290 13.76 X
RIFLE 004770027094 434.36 X
SUBTOTAL 448.12
TAX 1 6.000 % 26.89
TAX 2 2.000 % 8.96
TOTAL 483.97
ECA CHECK TEND 483.97
CHANGE DUE 0.00

When you provide a check as payment,
you authorize us to use information
from your check to process a one-time
Electronic Funds Transfer (EFT) or
draft drawn from your account, or
process the payment as a check
transaction. You also authorize us to
process credit adjustments, if
applicable.

If your payment is returned unpaid,
you authorize us to collect your
payment and the Return Fee amount
below by EFT(s) or draft(s) from your
account. If you are presenting a
corporate check, you make these
representations as an authorized
corporate representative and agree
that the corporation will be bound by
the NACHA rules. Call 888-905-3388
with any questions.
RETURN FEE AMOUNT 25.00

ITEMS SOLD 2

TC# 0750 9818 3245 4551 7982 8



2008 SCHOLARSHIP PS ON-LINE
www.walmartfoundation.org
11/03/07 18:05:43

***** FIREARMS RETURN POLICY *****
All firearm sales are final.
Wal-Mart will facilitate the repair of
damaged merchandise for the length
of the specific manufacturer's
warranty. Original Wal-Mart receipt
and valid government issued I.D.
are required. Gun repair can only be
processed at the original store
where purchased.

***** RETURN & EXCHANGE POLICY *****
All ammunition sales are final.
