

Remington Arms Co., Inc.  
Product Service  
Legal Case #:3987

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
180374	11/16/2009	11/17/2009	11/17/2009				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jarod	Rush	407 E. Kimball	Callaway	NE	68825		H 308-870-2239 E jrush@esu10.org

## Incident Information

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

11/18/09 Letter with rifle states they bought this rifle new within the last 2 years. His 11 yr old son shot it last yr for deer season and it hasn't been shot since. They took it out the weekend of the 7th of Nov and the 1st shot was fine however the 2nd time when he took it off of safety it fired. He took it from the son and it continued to do this 3 times in a row. They have only put a youth stock on it.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27476	F6262388	CX	4/3/2003 1:38:09 PM

Date Purchased	Where Purchased	Accessories	Original Owner
12/20/2007	WILLIAMS SHOOTERS SUPPLY	TWO PIECE SCOPE BASE	U

CONCERN:FSR

## Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	/150	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
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replace TPA at 1/2 normal  
cost as trigger screws  
altered outside factory

Repair/Replacement Cost	Repair/Replacement Date
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11/18/09 Could not duplicate concern. Trigger set screws altered. 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		11/17/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		CX
	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---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE



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: RE00180374
Serial: F6262388 Model 700 Center Fire Caliber: 270 WIN Produced: 04/03/2003

Repairman: Bruce Travis
Status: ApprovalHold 11/17/2009 7:26:37 AM

Verify Repair

Address Information

Customer: JAROD RUSH

Received From:

Return To: JAROD RUSH

Received From:

Address 1: 407 E KIMBALL ST

Address 2: PO Box

City: CALLAWAY

State: INE Zip Code: 46825 Country: US

State: INE Zip Code: 46825 Country: US

FFL:

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2		Current Status
11/16/2009 6:49:45 AM	New	thomas	Repair Added		<input type="checkbox"/> Shipping Hold	ApprovalHold
11/16/2009 7:29:26 AM	Expedite	penceri	From: Check In	To: Rep	<input type="checkbox"/> InterFace Hold	11/17/2009 7:26:37 AM
11/16/2009 2:40:00 PM	Maint	Travisb	Repair Maintenance	Status: A	<input type="checkbox"/> Estimate Sent	Travisbw
11/17/2009 6:14:20 AM	Maint	Travisb	Repair Maintenance	Status: F	<input type="checkbox"/> Parts Received	ApproveRack
11/17/2009 7:26:37 AM	Estimate	Travisb	Estimate Update	Status: A	<input type="checkbox"/> Passed Inspection	Repair Location
11/17/2009 7:28:03 AM	ApprovalHold	System	Immediate SAP Allocation		<input type="checkbox"/> Return As Received	ILN
11/17/2009 11:37:04 AM	Expedite	penceri	From: Repair Bench	To: App	<input type="checkbox"/> Has been Approved	Current Location
					<input type="checkbox"/> Internal Repair	ILN
						Transfer Number

Repair Search

Refresh

Close

start
11/17/2009
1:36 PM
NUM
INS
1166

Arms Services Repair & Estimate System

RECEIVED  
NOV 18 2009

BY:.....

PS 11034



3987



CX 4/03  
22"  
3.5"  
013

# Factory Repair Form

Return to Previous Page

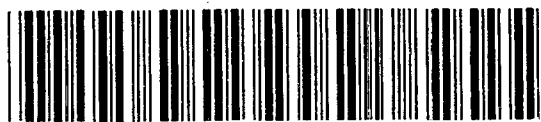
NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: <u>model 700</u>		Serial Number: <u>F6262388</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Jarod Rush</u>		Date of Purchase: <u>12-20-2007</u>	
Address (no PO Boxes): <u>407 E. Kimball</u>			
City: <u>Callaway</u>		State: <u>Ne</u>	Zip: <u>68825</u>
Phone (Daytime): <u>308-870-2239</u>		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>jrush@esu10.org</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<p><b>Please describe your problem and date of occurrence:</b></p> <p>This Remington 270 is new within the last two years. My 11 year old son shot it last year deer season and it hasn't been shot since. We got it out last weekend to practice before deer season and the 1st shot was fine. The second time when he took it off of safety it fired. I took the rifle and it continued to do this three times in a row. So when you click it off safety to fire it will discharge. The only thing we have done to it is to put a youth stock on it. Please help. Jarod Rush</p>			
2 characters left			
<b>Ammunition Information:</b>			
Manufacturer: <u>Remington</u>		Type: <u>150 Grain</u>	
Other (i.e. bullet weight/type, shot size, powder):			
<b>Handload Information:</b>			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
<b>Firearms Care (Cleaning and Lubrication):</b>			
Brand of cleaning solution used:			
How often do you clean the bore? (Months or Number of rounds) <u>Every trip out to shoot</u>			
How often do you clean the action? (Months or Number of rounds) <u>Every trip out to shoot</u>			
How often do you clean the trigger assembly? (Months or Number of rounds) <u>haven't</u>			
Brand of lubricant used:			
How often do you lubricate the bore? (Months or Number of rounds) <u>haven't yet</u>			
How often do you lubricate the action? (Months or Number of rounds) <u>haven't yet</u>			



How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>never</i>
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</b>
<p><b>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</b></p> <p>:: Record the serial number of your firearm before sending it.  :: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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. We process checks electronically through Check21.</p>

Serial Number:

**F6262388**Model: **700****RE00180374**

Visit Our Other Websites

Other Sites

*could not duplicate concern  
Trig. set screws altered.  
Replace TPA, check over, clean  
AT 1/2 normal charges.*

*Quote*