

Remington Arms Co., Inc.

Product Service

Legal Case #:5464

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214122	12/12/2010	12/20/2010	1/5/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Russell	Busby	880 Ezra Taylor Rd	Lyons	GA	30436		H 912-403-2446 E swampbogger@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance			
S	Concern:1008 Fired on Bolt Closing		Unknown	
C	firing pin dropped on closing bolt			

Dirty, rusted Trigger assembly. Would sometimes follow down on bolt closing.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006	n/a	A6419467	LO	2/1/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	BERNS WHLSE DENVER CO		N			

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, replace TPA, clean, test at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	72.40	1/5/2011				

1/5/11 Per Ilion, follows down on bolt closing. Shipped out on 12/29.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/20/2010
	Product Type		RF
	Action Type		A
	Assigned To		Nagle
Cause	4015	Improper Maintenance	Sticky residue, rust, etc
Barrel	Description		22 inch M/700
	Date Code		LO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Worn; Functioning	
	Firing Pin	Worn; Functioning	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5464&Type=Case>

1/5/2011

Bolt	Shroud	Worn; Functioning	
	Face	Worn; Functioning	
	Handle	Worn; Functioning	
	Stop	Abused; Not Functioning	Release stuck due to heavy bulil up of sticky residue
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Worn; Functioning	
Overall	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	True	
Safety	Description		Model 700 Bolt Lock
	Function	Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
		Condition	Abused; Functioning
Pull	Trigger	---Select---	7 lbs
Altered		False	
Sub-Assembly		M/700 Bolt Lock	

214122

Follows down on bolt closing

(# 5464)

7 16

LO

Remington**Factory Repair Instructions**

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

Model Number: 700		Serial Number: A6419467	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Russell Busby		Date of Purchase: 6/05	
Address (no PO Boxes): 880 Esra Taylor Rd			
City: Lyons		State: Ga	Zip: 30436
Phone (Daytime): 912 403 2446		Fax:	
E-mail Address: swampbagger@gmail.com			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: Safety I think firing pin is dropping when bolt is closed, not always but it did once over the weekend!			
Ammunition Information: Remington			
Manufacturer: Remington		Type: MC	
Other (i.e. bullet weight/type, shot size, powder):		150 gr.	
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: Hopps			
How often do you clean the bore? (Months or Number of rounds) 6m or when fired			
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) yearly			
Brand of lubricant used: Rem oil			

59.40
 50.-
 109.40
 37.-
 72.40

How often do you lubricate the bore? (Months or Number of rounds)	GM of when fired
How often do you lubricate the action? (Months or Number of rounds)	11
How often do you lubricate the trigger assembly? (Months or Number of rounds)	yearly
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?	
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	
<p>⚠ 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:</p> <ul style="list-style-type: none"> :: 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>Charge repairs will be processed using the following guidelines:</p> <ul style="list-style-type: none"> :: 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 \$75.00 by setting a pre-authorized amount that can be bill). 	

Serial Number:

A6419467

Model: 700



RE00214122

frmREInquiry - Repair Inquiry

Repair Number: **RE00214122** Serial: **AG419467** Model: **700** Center Fire with 22 inch barrel Caliber **3006 SPRG ADL** Repairman: _____
 Status: **New 12/12/2010 7:07:00 AM**

Verify Repair

ADDRESS INFORMATION

Customer: _____ Received from: _____ Return to: _____ Received from: _____
 Name: **RUSSELL BUSBY** Address: **880 EZRA TAYLOR ROAD** City: **LYONS** State: **GA** Zip Code: **30436** Country: **US**
 Address 2: _____ PO Box: _____
 City: **LYONS** State: **GA** Zip Code: **30436** Country: **US**

FFL: _____

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

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
12/12/2010 7:07	New	bygidownw	Repair Added		<input type="checkbox"/> Shipping Hold	New
12/17/2010 7:07	Expedite	pencil	From: Check In	To: Repair B	<input type="checkbox"/> Interface Hold	12/12/2010 7:07:00 AM
12/20/2010 8:07	Comment	supyll	Returned for Bolt Lock M...		<input type="checkbox"/> Estimate Sent	bygidownw
12/20/2010 1:07	Expedite	supyll	From: Repair Bench	To: Repair B	<input type="checkbox"/> Parts Received	Repair Bench
					<input type="checkbox"/> Passed Inspection	Repair Location
					<input type="checkbox"/> Return as Received	ILN
					<input type="checkbox"/> Has Been Approved	Current Location
					<input type="checkbox"/> Internal Repair	Transfer Number
					<input type="checkbox"/> Exclude TATC	

Repair Search Refresh Close

RECEIVED
 DEC 21 2010

BY: