

Remington Arms Co., Inc.
Product Service
Legal Case #:4679

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
200297	8/10/2010	8/17/2010	8/17/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Clarence M.	Noack III	3769 Lazy River Dr.	Sealy	TX	77474		H 832-588-4333 E noack920@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired on Bolt Closing	Concern:1008 Fired on Bolt Closing	Unknown	
C				

Customer wrote in a note: The gun fired prematurely. Every time he closed the bolt the firing pin released. He found a screw that was loose on the trigger & tightened it up. Seemed to fix the problem. Accuracy is poor. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/338 LAPUA	25645	G6945149	KE	5/19/2010 1:38:16 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
7/8/2010	BAILEY S FIREARMS COUNTRY		Y			

CONCERN:FIRED PREMATURELY

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

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				
	\$195.85	8/19/2010				

8/19/10: Per Fred S. - Could not duplicate concern. Check over, replace tpa to restore confidence in rifle. Function check & test fire. Warranty. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/17/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 338 LAPUA MB
	Date Code		KE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4679&Type=Case>

8/19/2010

	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	40X STYLE TPA
	Sub-Assembly	M/700 Non-Bolt Lock	

start | inbox | Microsoft | Active Services Re... | 9:00 AM

BY: _____

4679

KE5/10
24"
5±
011

The first time I shot the gun and tried to load another round the gun fired prematurely. Every time I closed the bolt, even with out a around in the chamber, the firing pen released. I looked at the trigger and there is a set screw that is right by the bolt release and the screw was wobbly so I tightened the screw a little and that fixed the premature firing issue. However, every time you shoot the gun after you lift the bolt the bolt will not open correctly. One has to force the bolt to open. Also the accuracy is very poor. I don't know if the problem I am having contributes to the poor accuracy or not. I have used factory ammo with 250 and 300 grain projectiles. I have 3 other Remington rifles and am very please with all. I hope you can find out what the cause is for the issues I am having with the gun. I intended on using this gun on an elk hunt at the end of October.

Thanks,

Clarence M. Noack III
832-588-4333

3769 Lazy River Dr.
Sealy, Tx 77474

Serial Number: **G6945149**

Model: **700**



RE00200297

Could not duplicate concern
check over, replace TPA to
restore confidence in rifle,
function check + Test fire.

warranty

Remington

Factory Repair Instructions

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

Model Number: 700		Serial Number: 66945149	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Clarence Noack		Date of Purchase: 7/8/10	
Address (no PO Boxes): 3769 Lazy River Dr.			
City: Sealy		State: TX	Zip: 77474
Phone (Daytime): 832-588-4333		Fax: N/A	
E-mail Address: noack120@yahoo.com			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: First time I shot the gun I tried to load another round the gun fired prematurely. Everytime I closed the bolt, even without a round in the chamber, the firing pin released. I looked at the trigger & there is a set screw that is right by the bolt release & the screw was wobbly, so I tightened the screw a little & that fixed the premature firing issue. Everytime you shoot the gun after you lift bolt the bolt will not open correctly, accuracy is very poor. One has to force the bolt to open.			
Ammunition Information:			
Manufacturer: H&N & Lapua		Type: 250 & 300 grain	
Other (i.e. bullet weight/type, shot size, powder):			
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: Butch's Odine			
How often do you clean the bore? (Months or Number of rounds) 5 rounds			
How often do you clean the action? (Months or Number of rounds) 5 rounds			
How often do you clean the trigger assembly? (Months or Number of rounds) 5 rounds			
Brand of lubricant used: Rin oil			

How often do you lubricate the bore? (Months or Number of rounds)	5 rounds
How often do you lubricate the action? (Months or Number of rounds)	5 rounds
How often do you lubricate the trigger assembly? (Months or Number of rounds)	5 rounds
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? <i>Never</i>	
What were the services performed? <i>None</i>	
Ship your INSURED firearm by either UPS or Parcel Post to: <div style="text-align: center;"> REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357 </div>	
⚠ 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.	
:: 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.	
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.	