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

Case Information

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

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

Incident Information

Claims Codes Repair Est. Medical Treatment **Medical Status**

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PD Cause: 4038 Could Not Duplicate Concern Unknown S Fired on Bolt Closing Concern:1008 Fired on Bolt Closing

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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

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

7/8/2010 CONCERN:FIRED PREMATURELY

Ammunition Information - None Defined Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Cash Reim. Date Cash Date Settlement Release of Claims Release Date Reimbursement Settlement APV APV

Per Ilion - Repair under warranty

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

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8/19/2010

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

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8/19/2010

Repair Inquiry	4,200 - 3					
Repair Number: RE00200297	Serial: G6945 338 LAPUA F	149 Model 700 Center Fire Caliber: Produced: 05/19/2010		arles Swanson		
/erfy Repair .ddress Information			Status: Repairing 8	I/17/2010 8:32:27 AM		
Customer;	ر م	Received From Heturn To:	- Nove	C Received From		
Name: CLARENCE NOACK Address 1: 3769 LAZY RIVER DRIVE	and other many designation is	CLARENCE 3763 LAZY RI	وورور ووووري والقومان ومالي والمشتشر والمستنفي والمراث		diagram of the	
Address 2 City: SEALY	PO Box	SEALY	PO B	lox		
State: TX Zip Code: 177474	Cal	untry: US State: TX Zip C	ode: [77474	Country US		
A Secretary		FL CCC				
Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing Current Status		
Date Code 8/10/2010 2:46.3 New	User ID valentds	Desc1 Added	Shipping Hold	Repairing		
8/19/2010 3:24:4 Comment 8/10/2010 5:05:C EmailSenk	wattsjf AmEmail	Consumer Contact for Repair Sta Repair Received	InterFace Hold Estimate Sent	8/17/2010 8:32:27 AM System		
8/10/2010 5:05:C EmailVerified	ArmEmail	Receipt	☑ Parts Received	Repair Bench Repair Location	File Medical	1 1 1 1
8/12/2010 11:31: Expedite 8/12/2010 3:42:5 Estimate	penceri swansonch	From: Check in Estimate Update	Passed Inspection Return As Received	ILN Current Location		11111
COURD MONOR OF CALLERY						
8/12/2010 3:48:5 Estimate 8/16/2010 11:53: Comment	swansonch williamsts	Estimate Update Consumer Contact for Repair Sta	Has been Approved	∫ ILN	T. Constitution	
8/15/2010 11:53: Comment		Consumer Contact for Repair Sta	Has been Approved	Transfer Number		
8/16/2018 11:53: Comment		Consumer Contact for Repair Sta	Has been Approved	Transfer Number		
8/16/2018 11:53 Comment		Consumer Contact for Repair Sta	Has been Approved	Transfer Number		
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8/16/2010 11:53: Comment		Consumer Contact for Repair Sta	Has been Approved	Transfer Number		
8/16/2010 11:53: Comment		Consumer Contact for Repair Sta	Has been Approved	Transfer Number		
P/s/2010 11:53 Comment Repair Seorch	williamsts	Consumer Contact for Repair Sta	Has been Approved internal Repair	Transfer Number		

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B`	Y:		 .		

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(ES/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



Could not dupliente concern check over, replace TPA TO restone confidence in rifle, function check + Test fine.

yen aman

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

Model Number: 700	Serial Number: 669 45 149					
Are you the original owner?:						
Name: Clarence Noack	Date of Purchase: 7/9	1/10				
Address (no PO Boxes): 3769 Lazy Rive	C Dr.					
city: Sealy	State: Tx.	zip: 77474				
Phone (Daytime): 832-588-4333	Fax: N/A					
E-mail Address: Noack120 Eyahoc · com Wall would like to receive future e-mail updates from R	emington.					
Please describe your problem: First time Is	not the gunt to	red to load another				
round the guy Fired premature	ly. Everytime Icl	osed the bolt even				
without around in the chamber.	the firing peni	released. I where				
at the trigger of there is a set scree	u that is right b	ythe bostrelease of				
the screw was walk hy, so I tighter	ved theserve al	the + that fixed the				
gremature foring issue Everyton	e jourshoot thege	in after pality bold				
the boltwill not open correctly, all	whalis very of	foor one hasto				
Corecitu bolt to open.						
Ammunition Information:						
Manufacturer: HSN & Lapua	Type: 250+300	grain				
Other (i.e. bullet weight/type, shot size, powder):	<u>an an ang an ang an ang ang ang ang ang </u>	<u>'</u>				
	engener i en					
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: Butche Office						
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) Frounds						
Broad of Juhrispat used.						
Brand of lubricant used: Rin OI	<u> </u>					

How often do you lubricate the bore? (Months or Number of rounds) How often do you lubricate the action? (Months or Number of rounds) How often do you lubricate the trigger assembly? (Months or Number of rour Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? Comments: an Sharran Leading When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? A What were the services performed? None 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 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 ω 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.