

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5238

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210404	11/15/2010	11/30/2010	11/30/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Glen	Scarborough	1120 McKay Cir	Montgomery	LA	71454		

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Went off in deer stand when he moved safety	Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release	Unknown	
C				

PI

PD

S Went off in deer stand when he moved safety

Cause:4038 Could Not Duplicate Concern  
Concern:1007 Fired on Safe Release

Unknown

C

No sign of adjustments after leaving factory. Was unable to get the rifle to discharge unless the safe was off and the trigger moved fls. 11/22/10 Per call from Glen into the Consumer Dept, he is stating that the gun went off in deer stand when he removed from safety.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270	27476	e6495445	ES	10/2/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT CORPORATION		U			

Gun came in with no correspondence and was sent to repair bench. CSR contacted customer and found out the FSR concern, rifle was then given to Product Service for examination.

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement - None Defined

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		11/30/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22 inch Model 700 270 caliber
	Date Code		ES
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	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	True	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Model 700
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
	Trigger	Condition	Slightly Worn; Functioning
Pull		---Select---	5.75 lbs
Altered		False	
Sub-Assembly		M/700 Non-Bolt Lock	

5238

frmRepairMain - FGI Repairs

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

frmREInquiry - Repair Inquiry

Repair Number: **RE00210404** Serial: E6495445 Model: 700 Center Fire Caliber: 270  
WIN Produced: 10/02/1998 SKU: 27476 Repairman: Kirk Coffin  
Status: Approval Hold 11/17/2010 4:22:45 AM

Verify Repair

ADDRESS INFORMATION

Customer Received from Return To Received from

Name: GLEN SCARBOROUGH GLEN SCARBOROUGH

Address 1: 1120 MCKAY CIR. 1120 MCKAY CIR.

Address 2: PO Box PO Box

City: MONTGOMERY MONTGOMERY

State: LA Zip Code: 71454 Country: US LA Zip Code: 71454 Country: US

FFL: [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]

Contact / Condition Problems Estimate History / Status Shipping / Billing

Problems Reported

Code	Desc
M114	NO CORRESPONDENCE

Repair Notes

Repairman's Comments

contact customer about repair

Problems Found

Code	Desc
M114	NO CORRESPONDENCE

CSR Comments

Consumer called in stating that the gun went off in deer stand when he removed from safety is 11/22/10

Repair Search Refresh Close

pencer - ILN/Prod frmRepairMain D183855XPIL Monday, Nov 29 2010 6:11 AM

start DMS - Desktop frmRepairMain - FGI ... Microsoft Office ... DMS - Global Serial H... 6:14 AM

Could not duplicate concern.  
Install new Trigger Assembly  
at Nlc as gesture of goodwill.

FRED 11/30/10

frmRepairMain - FGI Repairs
File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

frmREInquiry - Repair Inquiry

Repair Number: RE00210404
Serial: E6495445 Model 700 Center Fire Caliber: 270
Repairen: Kik Coffin
Verify Repair
Status: Repairing 11/29/2010 6:15:20 AM

W/IN Produced: 10/02/1998 SKU: 27476

ADDRESS INFORMATION

Customer
Received from

Return To
Received from

Name: GLEN SCARBOROUGH
Address 1: 1120 MCKAY CIR.
Address 2:
City: MONTGOMERY
State: LA Zip Code: 71454 Country: US

Name: GLEN SCARBOROUGH
Address 1: 1120 MCKAY CIR.
Address 2:
City: MONTGOMERY
State: LA Zip Code: 71454 Country: US

FPL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
11/19/2010 10...	Comment	harperam	no ans no machine		
11/22/2010 9...	Update	stegalre	RE Notes Changed	from CSF	
11/22/2010 9...	Update	stegalre	RE Notes Changed	from CSF	
11/29/2010 6...	Maint	pencarl	Repair Maintenance	Status: F	
11/29/2010 9...	Comment	henryed	Consumer Contact for Re...		

Shipping Hold
Interface Hold
Estimate Sent
Parts Received
Passed Inspection
Return as Received
Has Been Approved
Internal Repair
Exclude TATC

Current Status
Repairing
11/29/2010 6:15:20 AM
colink
Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search Refresh Close

RECEIVED
DEC - 1 2010

BY:

GLEN SCARBOROUGH  
1120 MCKAY CIR.  
MONTGOMERY LA 71454

10 LBS

1 OF 1

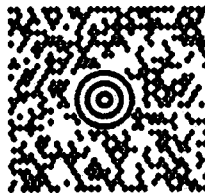
RS

SHIP TO:

RE M I N G T O N  
14 HOEFLER AVE.  
ILION NY 13357

DV  
11113

NO  
CORRESP



NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6730 9456



DESC: FIREARMS  
RETURN SERVICE

Reference No.1: GLEN SCARBOROUGH/CD/ANNE  
Reference No.2: 700/E6495445

XOL 10.07.28 WNTTBD 09.0A 10/2010



1  
27  
15.70  
42.70

Serial  
Number:

E6495445

Model: 700



RE00210404

Serial Number: E6495445

Tracking Document Page 1 of 1

Repair Number: RE00210404



Repair Type  
FIREARM Customer Repair

Serial Number Description  
Model 700 Center Fire Caliber: 270 WIN

Repairman: Kirk Coffin  
Date Received: 11/15/2010  
Estimate Date: 11/16/2010  
Date Printed: 11/16/2010

Customer:  
GLEN SCARBOROUGH  
1120 MCKAY CIR.  
MONTGOMERY, LA 71454 US

Return To:  
GLEN SCARBOROUGH  
1120 MCKAY CIR.  
MONTGOMERY, LA 71454 US

Phone (H): NN-  
Phone (W):

Fax:  
Email:

Reported  
M114 - NO CORRESPONDENCE

Problems Found  
M114 - NO CORRESPONDENCE

Repair information

Material Description	Material Type	Bill Action	Discount	Qty Needed
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Problem Notes

Repairman KC	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

Accessories Received

2 - With Stud