

Remington Arms Co., Inc.
Product Service
Legal Case #:5187

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211267	11/22/2010	11/23/2010	11/23/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Chris	Bock	1167 Bar X Trail	Angleton	TX	77515		H 713-530-6606 F 713-947-0768 E chris@ezline.com

Incident Information

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

Customer wrote on our repair form - "When pushing safety to fire the rifle will fire some times without touching trigger. Take a spent round and flick the safety to fire & 3 out of 5 times it will fire." df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84229	G6906995	ED	10/2/2009 4:35:22 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
1/5/2010	RSR GROUP TEXAS, INC.		Y			

CONCERN:FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Hornady	BTSP/165 gr	308 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
Per Ilion - Repair under warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$66.44	12/10/2010				

Per Fred S. - Could not duplicate concern. To restore confidence in rifle will fit a new TA, test fire @ n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	11/23/2010	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	26" 308 WIN HB	
	Date Code	ED	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Like new; Functioning	
	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
Extractor	Stop	Like new; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Like new; Functioning	
Safety	Bulged	False	
	Description	STANDARD XMP SAFETY	
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Contact / Condition Problems Estimate History / Status Shipping / Billing

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

Repairing
11/24/2010 6:30:30 AM
System
Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number

Close

RECEIVED
NOV 29 2010

BY: _____

5187

26"
ED 10/09
2.54
1019

<h1>Remington</h1> <p>Factory Repair Instructions (NOTE: Please print and complete this form, and then include it with your firearm.)</p>			
Model Number: 700 SPS VARMINT LH		Serial Number: G6906995	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: CHRIS BOCK		Date of Purchase: 1-5-2010	
Address (no PO Boxes): 1167 BAR X TRAIL			
City: ANGLETON		State: TEXAS	Zip: 77515
Phone (Daytime): 713 560 6606		Fax: 713 947 0768	
E-mail Address: chris@ezline.com			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem:			
WHEN PUSHING SAFETY TO FIRE THE RIFLE WILL FIRE SOME TIMES WITHOUT TOUCHING TRIGGER.			
TAKE A SPENT ROUND AND FLICK THE SAFETY TO FIRE & 3 OUT OF 5 TIMES IT WILL FIRE			
Ammunition Information:			
Manufacturer: HORNADY		Type:	
Other (i.e. bullet weight/type, shot size, powder):		1165 GR BTSP	
Handload Information: —			
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: HOPPE'S			
How often do you clean the bore? (Months or Number of rounds) 3			
How often do you clean the action? (Months or Number of rounds) 20			
How often do you clean the trigger assembly? (Months or Number of rounds) ONCE MONTHLY IF USED			
Brand of lubricant used: REM OIL			

How often do you lubricate the bore? (Months or Number of rounds) 20
How often do you lubricate the action? (Months or Number of rounds) 20
How often do you lubricate the trigger assembly? (Months or Number of rounds) ONCE MONTH IF USED

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☒ YES ☐ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? N/A

What were the services performed? N/A

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Division

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

Serial Number

G6906995

Model: 700



RE00211267

ig it.
nage in shipping and handling. Preferably,
returned.)

ss or damage.
e the box. Shipments without a proper

st. Remington is not responsible for
urchase insurance from your carrier.

elines:

ned 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.

could not duplicate concern.
to restore confidence in rifle
will fit new TPA, TEST FIRE
AT 1X/10

WARRANTY







