

## Remington Arms Co., Inc.

Product Service

Legal Case #:5649

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 218731 | 1/13/2011   | 1/14/2011       | 1/14/2011   |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street                 | City        | State | Zip   | Age | Contact        |
|----------|----------|------------|-----------|------------------------|-------------|-------|-------|-----|----------------|
| Incident |          | Ray        | Robinson  | 311 Flat Creek Ch. Rd. | Weaverville | NC    | 28787 |     | H 828-645-3408 |

## Incident Information

| Claims                | Codes                                  | Repair Est. | Medical Treatment | Medical Status |
|-----------------------|----------------------------------------|-------------|-------------------|----------------|
| PI                    |                                        |             |                   |                |
| PD Shot hole in truck | Cause:4038 Could Not Duplicate Concern |             | Unknown           |                |
| S                     | Concern:1007 Fired on Safe Release     |             |                   |                |
| C                     |                                        |             |                   |                |

Customer sent in gun with our repair form. He stated the gun fires when you push safety off. He stated it has done it twice over the years & shot a hole in truck once. He feels it needs a new trigger. df

## Firearm Information

| Mfg.           | Type                         | Model/Ga.   | SKU            | Serial   | Bbl. | DOM      |
|----------------|------------------------------|-------------|----------------|----------|------|----------|
| Remington      | CF/BA                        | 700/270 WIN | n/a            | A6566602 | LQ   | 2/7/1978 |
| Date Purchased | Where Purchased              | Accessories | Original Owner |          |      |          |
|                | GREEN TOP SPTG GLEN ALLEN VA |             | N              |          |      |          |

CONCERN:FSR

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 |
|------------|-------------------|--------------|---------------|-----------------|----------------|---------------|
|            |                   |              |               |                 |                |               |

Repair @ n/c

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| \$97.40                 | 1/20/2011               |

1/20/11: Per ilion - Could not duplicate concern. Trigger is dirty & rusty. Set screws altered. I called customer & went over our findings. We agreed to have the bolt lock removed, TA replaced, clean & test fire @ n/c. df

Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code                        | Comment     |
|-------------|--------------|-----------------------------|-------------|
| Examination | Examiner     |                             | B.TRAVIS    |
|             | Exam Date    |                             | 1/14/2011   |
|             | Product Type |                             | RF          |
|             | Action Type  |                             | A           |
|             | Assigned To  |                             | T.NAGLE     |
| Cause       | 4038         | Could Not Duplicate Concern |             |
|             | Description  |                             | 22" 270 WIN |

|              |                        |                            |                        |
|--------------|------------------------|----------------------------|------------------------|
| Barrel       | Date Code              |                            | LQ                     |
|              | Bore Plugged           | False                      |                        |
|              | Bulged                 | False                      |                        |
|              | Fired                  | False                      |                        |
|              | Fired while Obstructed |                            |                        |
|              | Muzzle/Crown Condition | Slightly Worn; Functioning |                        |
| Bolt         | 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         | False                      |                        |
| Locking      | Block Condition        | ---Select---               |                        |
|              | Lug Condition          | Slightly Worn; Functioning |                        |
|              | Notch Condition        | ---Select---               |                        |
| Overall      | Exterior Condition     | Slightly Worn; Functioning | ACT ONLY               |
|              | Stock Condition        | ---Select---               |                        |
|              | Fore End Condition     | ---Select---               |                        |
| Receiver     | Condition              | Slightly Worn; Functioning |                        |
|              | Bulged                 | False                      |                        |
| Safety       | Description            |                            | M/700 BOLT LOCK SAFETY |
|              | Function               | Like new; Functioning      |                        |
|              | Sub-Assembly           | Non-ISS                    |                        |
| Sear         | Lift                   | ---Select---               | 009                    |
|              | Notch                  | Slightly Worn; Functioning |                        |
|              | Tests                  | Test Fired                 | False                  |
| Feeding Test |                        | False                      |                        |
| Trigger      | Condition              | Slightly Worn; Functioning | DIRTY,RUSTY            |
|              | Pull                   | ---Select---               | 3.5#                   |
|              | Altered                | True                       | SET SCREWS ALTERED     |
|              | Sub-Assembly           | M/700 Bolt Lock            |                        |

# Remington

## Factory Repair Instructions

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

|                                                                                                                                                        |                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| Model Number: <del>700</del> 700                                                                                                                       | Serial Number: A6566602 |
| Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO                                                        |                         |
| Name: RAY ROBINSON                                                                                                                                     | Date of Purchase: ?     |
| Address (no PO Boxes):<br>311 FLAT CRY, CH. RD.                                                                                                        |                         |
| City: WEAVERVILLE                                                                                                                                      | State: NC, Zip: 28787   |
| Phone (Daytime): 828-642-3408                                                                                                                          | Fax:                    |
| E-mail Address:<br><input type="checkbox"/> I would like to receive future e-mail updates from Remington.                                              |                         |
| Please describe your problem: FIRE WHEN YOU PUSH SAFETY OFF. ITS DONE IT TWICE OVER THE YEARS SHOT A TRUCK ONCE<br><br>I THINK IT NEEDS A NEW TRIGGER. |                         |
| Ammunition Information:                                                                                                                                |                         |
| Manufacturer: REMINGTON                                                                                                                                | Type: EXPRESS CODE LOCK |
| Other (i.e. bullet weight/type, shot size, powder):                                                                                                    |                         |
| 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: WINCHESTER POWDER BLAST                                                                                               |                         |
| How often do you clean the bore? (Months or Number of rounds) 6 MONTHS                                                                                 |                         |
| How often do you clean the action? (Months or Number of rounds) 6 MONTHS                                                                               |                         |
| How often do you clean the trigger assembly? (Months or Number of rounds) 6 MONTHS                                                                     |                         |
| Brand of lubricant used: 3 IN 1 MACHINE OIL                                                                                                            |                         |

RECEIVED  
JAN 17 2011

BY: .....

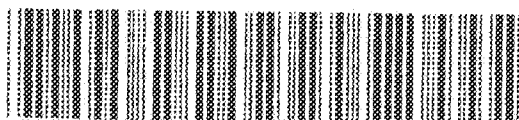
22"  
LQZ/78  
3.54  
1009

|                                                                                                                             |          |
|-----------------------------------------------------------------------------------------------------------------------------|----------|
| How often do you lubricate the bore? (Months or Number of rounds)                                                           | 6 MONTHS |
| How often do you lubricate the action? (Months or Number of rounds)                                                         | 6        |
| How often do you lubricate the trigger assembly? (Months or Number of rounds)                                               | 6 MONTHS |
| Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?                     |          |
| <input type="checkbox"/> YES <input checked="" 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:                                                                  |          |
| <b>REMINGTON ARMS CO., INC</b><br><br><b>ATTN: Arms Service Division</b><br><b>14 Hoefler Ave</b><br><b>Ilion, NY 13357</b> |          |

Serial Number

**A6566602**

**Model: 700**



**RE00218731**

IN YOUR FIREARM OR IN THE SAME BOX WITH THE  
IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE  
NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

ing it.  
image in shipping and handling. Preferably,  
be returned.)  
loss or damage.  
de the box. Shipments without a proper

ost. Remington is not responsible for  
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.

Sir,

To whomever it may concern

I was hunting and when I pushed the safety OFF it fired. This is the 2nd time it has done this.

The first time it shot a Ford truck about \$30000 worth. This time about \$20000 for the trip it ruined.

I sent it back the first time Remington said they fixed it but they didn't.

I think the gun needs a new trigger and I think the shipping and repair should be free. Because I paid the first time.

Thanks

P.S.

The last time it went OFF I had the choice of 3 deer but when I pushed the safe off they all ran.

