

Remington Arms Co., Inc.
Product Service
Legal Case #:5900

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221580	2/1/2011	2/21/2011	2/21/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Stokes	728 Osborne Creek Rd.	Hamptonville	NC	27020		H 336-468-2137

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1023 Delayed Firing - Firearms			
C	Delayed firing			

Customer sent in rifle with our repair form. He stated he has had delayed firing in the past. He stated he had someone work on the trigger. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	6879755	PZ	6/1/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
10/24/1975	NELSON ROANOKE CORP ROANOKE VA	TWO PIECE BASE	Y			

CONCERN:DELAYED FIRING

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 Hion - Quote to repair under BLM program	Repair/Replacement Cost	Repair/Replacement Date				
	\$45.40	2/25/2011				

2/25/11: Per Hion - Could not duplicate concern. TA set screws altered. Replace TA, clean & test fire under BLM program - quote. Customer aprvd. & pd by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/21/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4018	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		PZ
	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	
	Car 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	
	Stock Condition	Slightly Worn; Functioning	
	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-133	
Sear	Lift	---Select---	009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	S#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington.

Factory Repair Instructions

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

Model Number: 700 BDL	Serial Number: 6879755
Are you the original owner? ☒ YES ☐ NO	
Name: Robert Stokes	Date of Purchase: 10-24-75
Address (no PO Boxes): 728 OSootwe Creek Road Hamptonville	
City:	State: NC Zip: 27020
Phone (Daytime): 336-468-2137	Fax:
E-mail Address:	
☐ I would like to receive future e-mail updates from Remington.	
Please describe your problem: I Bought this gun new it has always had a delay in firing about 5 to 10 seconds when the temp is around 20° or below had the trigger worked on now it will go off any time I have a 22-250-a 260-a 270-a 7mm a model 1100-1187-prettyless all Remingtons an never had a problem with either one of these guns cb. am a Remington man	
Ammunition Information:	
Manufacturer: Remington	Type: 100 Grain pointed soft point
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: Rem oil	
How often do you clean the bore? (Months or Number of rounds) 20 Rounds	
How often do you clean the action? (Months or Number of rounds) Each hunting season	
How often do you clean the trigger assembly? (Months or Number of rounds) Each hunting season	
Brand of lubricant used: Rem oil	

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BY:.....

How often do you lubricate the bore? (Months or Number of rounds)	Each season
How often do you lubricate the action? (Months or Number of rounds)	Each season
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Each season
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
☒ YES ☐ NO	I called Remington service about the problem
Comments: They said to clean the trigger out it never fixed the problem	
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:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357	

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,
ie returned.)
oss or damage.
to the box. Shipments without a proper

ist. Remington is not responsible for
purchase insurance from your carrier.

ellines:

:: 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)

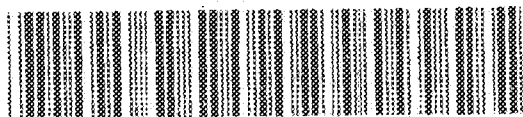
:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.

could not duplicate concern.
Trig. Assm set screws altered.
Replace TPA, clean & test fire
under BCP for \$20.00 + ship

Quote

6879755

Model: 700



RE00221580