

Remington Arms Co., Inc.
Product Service
Legal Case #:5914

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
223869	2/21/2011	2/22/2011	3/1/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Andrew	Wilson	1295 Francis Mill Rd.	Ohatchee	AL	36271		H 256-591-1739 E a50www@aol.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 sent gun in with our repair form. He stated gun fired when safety was taken off. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27335	D6621122	CZ	4/25/2003 2:56:53 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS INC		Y			

CONCERN:FSR

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
Repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$47.40	3/1/2011				

2/25/11: Per Hion - Could not duplicate concern. TA set screws altered. Trigger has min. return. Replace TA, clean & test fire @ 1/2 normal cost - quote. I spoke to customer & he stated he would call back with credit card or debit card number. df 3/1/11: Customer called back in. He wanted gun sent back unrepai. He wanted to argue about the quote & our findings. He stated that he spoke w/someone that worked @ Remington for 31 years & they stated we had a design flaw & he shouldn't pay for anything. I explained again what we found & stated the factory would not send a product back to him that he has made unsafe & the factory would repair at n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/22/2011
	Product Type		RF
	Action Type		A
	Assigned To		J. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		CZ
	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---	
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		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG HAS MIN RETURN
	Pull	---Select---	#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

22¹¹
C24p
3²
0¹¹

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

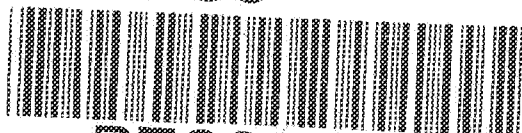
RECEIVED
FEB 23 2011

PS 19024

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 rounds)
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?
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 Hoeffler Ave Ilion, NY 13357

Ⓢ **WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE**
FIREARM. VIOLATION OF FEDERAL LAW: IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE
INCLUDE ADDRESS (WITH ZIP CODE), TELEPHONE AND

Serial Number
D6621122
 Model: **700**



RE00223869

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.

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.

*Could not duplicate concern
 T.A. set screws & tapered firing
 has minor return. Replace TPB,
 clean & test firing at 1/2
 normal cost*

Quote

