

Remington Arms Co., Inc.
Product Service
Legal Case #:3421

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
166475	4/16/2009	4/17/2009	4/17/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Randy	Randles	3694 Hagerman Rd.	Pottsboro	TX	75076		H 903-786-2866 F 903-786-9503

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4006 Gun fired on Safe release	Altered Adjustments or Components	Unknown	
C	Concern:1007 Fired on Safe Release			

Customer reported - This gun fired when the safety was moved to the Fire position & also when the bolt was closed. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	*	269585	AP	3/1/1967
Date Purchased	Where Purchased	Accessories	Original Owner			
			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 at special
price under
BLSM program

Repair/Replacement Cost	Repair/Replacement Date
\$60.38	4/21/2009

4/21/09: Per Fred S. - Will follow down, Trigger set screws altered. Replace TPA, check over, and clean under BLSM program. Estimate mailed to customer. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/17/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 270 WIN
	Date Code		AP
	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	
	Stock Condition	Slightly Worn; Functioning	SYN CAMO STOCK
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Export to Excel Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00166475** Serial: 259295 Model: 700 Center Fire Caliber: 270 W/11 Repairman: Bruce Travis Status: Approval Hold 4/17/2009 6:15:23 AM

Verify Repair

Address Information

Customer: ☒ Received Front ☐ Received Pick Return To: ☐ Received Pick

Name: **RANDY RANCOLES**

Address 1: **3634 HAGERMAN RD** **3634 HAGERMAN RD**

Address 2: **PO Box** **PO Box**

City: **POTTSBORO** **POTTSBORO**

State: **TX** Zip Code: **75076** Country: **US** State: **TX** Zip Code: **75076** Country: **US**

FRL:

Current / Condition	Problems	Tools	History / Status	Shipping / Billing
Date	Code	User ID	Description	Date
4/15/2009 7:25:1	New	thomaspe	Repair Added	
4/15/2009 7:26:3	Expedite	thomaspe	From: Check In	To:
4/17/2009 5:03:0	Expedite	Travisbw	From: Product Services	To: Repair Bench
4/17/2009 5:24:1	Main	Travisbw	Repair Maintenance	Status: Estimating
4/17/2009 5:25:2	Estimate	Travisbw	Estimate Update	Status: Approval Hold
4/17/2009 8:07:2	Expedite	pernell	From: Repair Bench	To: ApprovsReck

☐ Shipping Hold ☐ Direct Status

☐ Interface Hold ☐ Approval Hold

☐ Estimate Sent ☐ Travisbw

☐ Parts Received ☐ ApprovsReck

☐ Passed Inspection ☐ Repair Location

☐ Return As Received ☐ ILN

☐ Has been Approved ☐ Current Location

☐ Internal Repair ☐ Transfer Number

Repair Search Refresh Close

4/17/2009 8:42 AM CAPS INQM IRS SHEL

start Inbox - Microsoft Out... Microsoft Word Arms Services Repair ... Microsoft Excel 8:42 AM

Bolt Lock modification Program

RECEIVED
APR 20 2009
BY: _____

Remington

Factory Repair Instructions

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

Model Number: 700	Serial Number: 269585	
Are you the original owner? ☐ YES ☒ NO		
Name: RANDY RANOLIS	Date of Purchase: GIFT	
Address (no PO Boxes): 3694 HAGERMAN ROAD		
City: POTTS BORO	State: TEXAS	Zip: 75076
Phone (Daytime): 903-786-2866	Fax: 903-786-9503	
E-mail Address:		
☒ I would like to receive future e-mail updates from Remington.		
Please describe your problem:		
THIS GUN FIRED WHEN THE SAFETY WAS MOVED TO THE FIRE POSITION AND ALSO WHEN THE BOLT WAS CLOSED		
Ammunition Information:		
Manufacturer: REMINGTON	Type: 130 GR	
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: HOPKINS, REM OIL, HUNBART OIL		
How often do you clean the bore? (Months or Number of rounds) ONCE / 40 OR 20 ROUNDS		
How often do you clean the action? (Months or Number of rounds) ONCE / 6 MTHS		
How often do you clean the trigger assembly? (Months or Number of rounds) ONCE / 12 MTHS		
Brand of lubricant used: REM OIL OR HUNBART OIL		

How often do you lubricate the bore? (Months or Number of rounds) *ONCE / YEAR OR 20 ROUNDS*
 How often do you lubricate the action? (Months or Number of rounds) *ONCE / 6 MONTHS*
 How often do you lubricate the trigger assembly? (Months or Number of rounds) *ONCE / YEAR*

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?
☒ YES ☐ NO

Comments: *THIS GUN IS SHOT LESS THAN 20 ROUNDS / YEAR*

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 Hoeffler 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 MODEL AND SERIAL NUMBER OF YOUR FIREARM.

- Record the serial number of your firearm before sending it.
- Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
- Remove all accessories from your firearm to prevent loss or damage.

Use the box. Shipments without a proper

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

Guidelines:

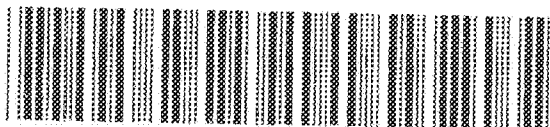
Insured to you C.O.D. (To avoid C.O.D. Charges, please ship with your gun)

Estimate detailing the nature of the repair, applicable taxes and repair estimate. Repairs can be paid by check, money order, d, or VISA). If you wish, you can expedite repairs over a billed to your credit card.

Serial Number:

269585

Model: **700**



RE00166475

*will follow down
 trig. set screws adjusted.
 replace TPA, check over, clean
 under Bolt Lock program
 Ron \$ 20.00 + S&H*

Quote