

Remington Arms Co., Inc.
Product Service
Legal Case #:6134

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
229386	4/20/2011	4/21/2011	5/6/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jesse	Laidlaw	140 2nd Ave.	Spicer	MN	56288		H 320-220-7248 E jesse.outdoorman@gmail.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 rifle in w/our repair form. He stated that he had a FSR (no date provided). He stated that he does not want this rifle back. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	85360	G6673556	OB	7/20/2007 5:01:07 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
3/16/2008	CABELA S INC/WAREHOUSE	TWO PIECE BASE	Y			

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
Replace TA @ n/c to restore confidence in rifle						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$47.40	5/6/2011				

5/6/11: Per Ilion - Could not duplicate concern. We will replace TA at n/c to restore confidence in rifle. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/21/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WIN
	Date Code		OB
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	

Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; 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	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE

6134

X

24"
037/0
3#
.009

Remington

Factory Repair Instructions

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

Model Number: 700		Serial Number: G6673556	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		Given to as gift, never out of box.	
Name: Jesse Laidlaw		Date of Purchase: 16 Mar 2008	
Address (no PO Boxes):			
140 2nd Ave			
City: Spicer		State: MN	Zip: 56288
Phone (Daytime): 320-220-7248		Fax:	
E-mail Address: jesse.outdoorman@gmail.com			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: The gun fired when I switched it from safe to fire. I did not have my finger trigger. I didn't try it again as it scared the hell out of me. Being as I will probably never trust this gun again and have only fired it about 18 times, I think I should be reimbursed for replacement cost of a new gun. I don't want anything to do with that gun. This should not happen & I shouldn't have to worry about it. PS. I am an avid hunter, just can't high w/ that up I live. That's why it's only been shot a few times.			
Ammunition Information:			
Manufacturer: Remington		Type: Core Lok I think	
Other (i.e. bullet weight/type, shot size, powder):			
150 grain			
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: Cleaning Kit			
How often do you clean the bore? (Months or Number of rounds) After shooting - No prolong storage			
How often do you clean the action? (Months or Number of rounds) 1			
How often do you clean the trigger assembly? (Months or Number of rounds) 1			
Brand of lubricant used: Cleaning Kit			

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APR 27 2011

BY:

How often do you lubricate the bore? (Months or Number of rounds)	12
How often do you lubricate the action? (Months or Number of rounds)	12
How often do you lubricate the trigger assembly? (Months or Number of rounds)	12
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Comments: The gun was only fired less than 20 rounds total. Was sighted in & shot on about 7 occasions.	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? NA	
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

ng it.
mage in shipping and handling. Preferably,
ie returned.)
oss or damage.
le the box: Shipments without a proper
st. Remington is not responsible for
urchase 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.

cust. Requests refund/replacement







