

Remington Arms Co., Inc.
Product Service
Legal Case #:6769

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
248348	11/29/2011	10/31/2011	12/5/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Alan	Babb	1449 Evangeline Rd	Glenmora	LA	71433		H 318-748-6368

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	shot hole in tire and rim of buggy	Cause:4015	Improper Maintenance	
S	Fired with safety on	Concern:1005	Unexplained Discharge Safe ON	Unknown
C				

10/31/11 Per call from Babb, he was unloading his gun, reached down to pick it up and it discharged. He checked and the safety was on. He shot a hole in he bottom of his "buggy", the tire and rim. He traded for this rifle in 1990.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25791	C6575205	OK	7/26/1990
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN		Y			

CONCERN:FSO

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
		Remington/700/CF/BA				
Return as received						
	Repair/Replacement Cost	Repair/Replacement Date				

10/31/11 Mailing ARS, ltr, SR and box.cm 12/5/11 Per Ilion, trigger assm very dirty and sticky, parts bind and work sluggish. Replace TPA, clean and test fire at 1/2 normal cost.cm 12/15/11 Babb has a local gunsmith that he will have work on it. Return as received. I will send an owner's manual as he bought it from an individual and did not get one.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/30/2011
	Product Type		RF
	Action Type		A

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6769&Type=Case>

12/15/2011

	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		OK
	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	BINDS
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	Worn; Not Functioning	ACTION VERY DIRTY MARS,SCRATCHES
	Stock Condition	Worn; Functioning	SCRATCHES,MARS,DENTS
	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---	.013
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY,STICKY.PARTS BIND WORK SLUGGISH
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

22"
01/7/9
4.5#
013

6769

COPY

October 31, 2011

Alan Babb
1449 Evangeline Rd
Glenmore, LA 71433

Subject: Case # 6769, Model 700, SR# 2455

Dear Mr. Babb,

Please include a copy of this letter with each rifle as well as the Service Request form with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the boxes with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial Number:

C6575205

Model: 700



RE00248348

T.A. very dirty + sticky, parts
BIND + work sluggish. Replace
TPA, clean + test fire at 1/2 normal
cock.

Quote

RECEIVED
DEC 02 2011

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service #6769

Parts and Repairs: P:800-243-9700/F:336-548-7801

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00002455	Serial Number / Description C6575205 Model 700 RIFLE Caliber: 270	Date of Request: 10/31/2011 Date Printed: 10/31/2011
Customer: ALAN BABB 1449 EVANGELINE RD GLEMORA, LA 71433 US Email: give to Christy		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Discharged with safety on when picking up.

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
----------	------	-------------	------------	----------	-------	------	--------

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00
Est Sales Tax: .00

ARS LABEL REQUEST FORM

DATE: 10/31/2011	Service Request # SR00002455
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelles	email address: Christy.Mitchell@remington.com

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
------------------	--

LABEL INFORMATION

MAIL LABEL TO:	ALAN BABB 1449 EVANGELINE RD GLEMORA, LA 71433 US SR00002455 Email: give to Christy
RETURN ITEM TO:	ILN Arms Services



4XX596 OCT 31, 2011 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065476707
 REF 1: SR00002455
 REF 2:

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:
 DV 0.00 COD 0.00 SVC T/P USD
 DC 0.00 DGD 0.00 RS 0.50
 AH 0.00 PR 0.00 SD 0.00
 TOT PUB CHG 10.27 PUB+HANDLING 10.27

ATTN: Product Service #6769









