

Remington Arms Co., Inc.
Product Service
Legal Case #:6890

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
249008	12/2/2011	11/22/2011	12/5/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Blackland Gun Works	Blackland Gun W	6900 Cty Rd 101	Taylor	TX	76574			W 512-365-1306 E blacklandguns@eccwireless.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Fired on bolt closing	Concern:1008 Fired on Bolt Closing		
C				

11/22/11 Per call from dealer, his customer brought a 700 in and said it fired when he closed the bolt.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6205894	KA	5/7/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	W TEXAS WHLSE ABILENE TX	TWO PIECE BASE	U			

CONCERN: FBC

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
Per Ilion, replace TPA, clean, test fire at BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
30.40	12/12/2011

11/22/11 Emailing ARS.cm 12/12/11 Per Ilion, trigger assm very dirty and sticky. Trigger and sear work sluggish. Replace TPA, clean, test fire at BLSM program price of \$20 + shipping.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/5/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		KA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn;	

	Condition	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	Slightly Worn; Not 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-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY. TRIG AND SEAR BINDING WILL FOLLOW DOWN
	Pull	---Select---	10+#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Dear Remington:

One of my customers brought this Remington 700, serial number B6205894 to me to have you repair. The rifle will fire when you close the bolt and the safety is not working.

Thanks

Eric Winkelmann-owner
Blackland Gun Works
6900 CR 101
Taylor TX 76574
512-365-1306
blacklandguns@eccwireless.com

Serial Number: B6205894

Model: 700



RE00249008

RECEIVED
DEC 06 2011

BY: _____

T.A. very dirty + sticky. Trig + sear
work sluggish. Replace TPA, Clean
+ rest fire under BCP for \$20.00 +
ship

Quote

22"
KAS/8"
10#
0/0

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6890

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

www.Remington.com

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
SR00004609

Serial Number / Description
B6205894
Model 700

Date of Request: 11/22/2011
Date Printed: 11/22/2011

Customer:

BLACKLAND GUN WORKS
6900 COUNTY RD 101
TAYLOR, TX 76574 US

Destination:

Arms Services
14 Hoefler Ave
Ilion, NY 13357 US

Email: blacklandguns@eccwireless.com

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

Fired on bolt closing

U.S. Department of Justice
Bureau of Alcohol, Tobacco, Firearms and Explosives

Federal Firearms License (18 U.S.C. Chapter 44)

In accordance with the provisions of Title I, Gun Control Act of 1968, and the regulations issued thereunder (27 CFR Part 478), you are licensed to engage in the business specified in this license, within the limitations of Chapter 44, Title 18, United States Code, and the regulations issued thereunder, until the expiration date shown. See "WARNINGS" and "NOTICES" on reverse.

Direct ATF
Correspondence To
Chief, Federal Firearms Licensing Center (FFLC)

ATF - Chief, FFLC
244 Needy Road
Martinsburg, WV 25405-9431

License
Number

5-74-491-01-2G-01130

Expiration
Date

July 1, 2012

Name

BLACKLAND GUN WORKS

Premises Address (Changes? Notify the FFLC at least 30 days before the move.)

6900 COUNTY RD 101
TAYLOR, TX 76574-

Type of License

01-DEALER IN FIREARMS OTHER THAN DESTRUCTIVE DEVICES

Purchasing Certification Statement

The licensee named above shall use a copy of this license to assist a transferor of firearms to verify the identity and the licensed status of the licensee as provided by 27 CFR Part 478. The signature on each copy must be an original signature. A faxed, scanned or e-mailed copy of the license with a signature intended to be an original signature is acceptable. The signature must be that of the Federal Firearms Licensee (FFL) or a responsible person of the FFL. I certify that this is a true copy of a license issued to the licensee named above to engage in the business specified above under "Type of License."

Mailing Address (Changes? Notify the FFLC of any changes.)

WINKELMANN, ERIC WILLIAM
BLACKLAND GUN WORKS
6900 COUNTY RD 101
TAYLOR, TX 76574-

Licensee Responsible Person Signature

Eric Winkelmann

Position/Title

G-8-11

Date

Printed Name

WINKELMANN, ERIC WILLIAM 6900 COUNTY RD 101 TAYLOR TX 76574 5-74-491-01-2G-01130 JUL 1 2012 01-DEALER IN FIREARMS OTHER THAN DESTRUCTIVE DEVICES

FILE COPY

ATF Form 515310-11
Revised September 2008

November 22, 2011

Blackland Gun Works
6900 County Rd 101
Taylor, TX 76574

Subject: Case # 6890, Model 700, SR# 4609

Please include a copy of this letter with the firearm as well as the Service Request form.
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 small ends of the box "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

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



ATTN: Product Service #6890

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

www.Remington.com

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 SR00004609	Serial Number / Description B6205894 Model 700	Date of Request: 11/22/2011 Date Printed: 11/22/2011
Customer: BLACKLAND GUN WORKS 6900 COUNTY RD 101 TAYLOR, TX 76574 US Email: blacklandguns@eccwireless.com	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

Fired on bolt closing

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

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

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00004609
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service #6890



ARS LABEL REQUEST FORM

DATE:	11/22/2011	Service Request #	SR00004609
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelcs	email address:	Christy.Mitchell@remington.com

Business:

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

LABEL INFORMATION

MAIL LABEL TO:	BLACKLAND GUN WORKS 6900 COUNTY RD 101 TAYLOR, TX 76574 US SR00004609 Email: blacklandguns@cccwireless.com
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 22, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969065584466
REF 1:SR00004609
REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COD 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 12.03	PUB+HANDLING	12.03

ATTN: Product Service #6890







