

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6833

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
246646	11/11/2011	11/14/2011	11/14/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Shannon	Crays	501 EAST MAIN ST	EMMETT	ID	83617		H 208-398-8042

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

Customer sent gun into factory w/note. He stated that his daughter was using the rifle & had FBC. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6660592 OX	7/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner		
	BASCHE SAGE HDW BAKER ORE	SCOPE, RINGS, TWO PIECE BASE,SLING	U		

CONCERN: FBC

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
Per Ilion - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.40	11/30/2011				

11/30/11: Per Ilion - TA dirty & set screws altered. Replace TA, clean & test fire under BLM - quote. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/14/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 270 WIN
	Date Code		OX
	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; 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---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	4.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE, RINGS, TWO PIECE BASE, SLING

# Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

# Estimating Report

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

www.Remington.com

**All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.**

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

<b>Repair Number</b> RE00246646	<b>Serial Number / Description</b> 6660592 Model 700 270 WIN W/SCOPE	<b>Date Received:</b> 10/26/2011 <b>Estimate Date:</b> 11/14/2011 <b>Date Printed:</b> 12/01/2011
<b>Customer:</b> SHANNON CRAYS 501 EAST MAIN ST EMMETT, ID 83617 US		<b>Return To:</b> SHANNON CRAYS 501 EAST MAIN ST EMMETT, ID 83617 US

Please Circle One:  
 VISA MC DISCOVER Card No. \_\_\_\_\_ Exp.Date \_\_\_\_\_  
 Open Account: R \_\_\_\_\_ PO Number: \_\_\_\_\_

Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Daytime Phone: (\_\_\_\_) \_\_\_\_\_ Time to Call: \_\_\_\_\_

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Reported	Problems Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments**  
 trigger assm dirty/set screws altered.replace trigger plate assm, clean and test fire under bolt lock program for \$20.00 + shipping

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000116	Service	GR-LABOR	20	Billable	20	1.00	0	20.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

Sub Total: 37.00  
 Est Sales Tax: .00  
 Grand Total: \$37.00

Shannon Crays

From: Remington Information [info@remington.com]  
Sent: Friday, October 21, 2011 6:30 AM  
To: Shannon Crays  
Subject: Model 700 discharged when closing bolt [Incident: 111016-000028]

208-398-8042

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To access your question from our support site, click here.

### Subject

Model 700 discharged when closing bolt

### Discussion Thread

#### Response Via Email (Pam)

10/21/2011 08:29 AM

Good Morning Shannon,

Please call us at 800-243-9700 and ask for the Product Service Division. They will help you with this.

Pam

#### Customer By Web Form (Shannon Crays)

10/16/2011 02:55 PM

What does Remington Arms offer to make my 700 BDL safe. My daughter was sighting in my rifle. When she loaded a round and closed to bolt it discharged. Thank god the barrel was pointing into the ground and nobody was injured.

#### Question Reference #111016-000028

Product Level 1: Firearms

Product Level 2: Centerfire Rifles

Date Created: 10/16/2011 02:55 PM

Last Updated: 10/21/2011 08:29 AM

Status: Waiting

RECEIVED  
NOV 21 2011

T.A. Dirty + set screws  
Altered. Up to the TPA, clean up  
Test. Rifle under BLD for  
\$20.00 + ship

Quote

BY:-----

We hope that this information will be helpful to you. If we

43-9700, M

ison, NC 2

<http://www>

you are a be

m/safety -



Station  
231 S. Washington  
Emmett, ID 83617

SHANNON CRAYS  
FIRE CHIEF

Phone (208) 398-8042  
Fax (208) 398-8042  
Cell (208) 941-7367  
efdchief@emmettfire.com

Mail  
501 E. Main St.  
Emmett, ID 83617

6660592

Model: 700



RE00246646











