

Remington Arms Co., Inc.
Product Service
Legal Case #:7001

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
251229	12/20/2011	12/6/2011	12/21/2011	12/4/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Quintin	Guidry	21005 Burrell Wingate Rd	Beaumont	TX	77705		H 337-540-0814 E rlyday@sacglobal.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Concern:1020	Fired on Bolt Opening	Unknown	
C FBO				

12/6/11: Customer called in. He stated that he had FBO with rifle 2 days ago. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6294817	XS	12/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRANT ILENG HOUSTON TX		N			

CONCERN: FBO

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 - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29	1/13/2012				

12/6/11: Mailing ARS & forms. df 12/22/11: Per Ilion - TA very dirty, sticky & rusty. Parts bind & work sluggish. Replace TA, clean & test fire under BLM - quote. df 1/13/12: No response from customer on quote. I left a VM for him to contact me. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/21/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		XS
	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; Not 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---	008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,RUSTY WILL FOLLOW DOWN
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

224
X812/6
5A
008

COPY

7001

December 7, 2011

Quintin Guidry
21005 Burrell Wingate Rd
Beaumont, TX 77705
Phone: 337-540-0814

Ref: # 7001, Model 700, Serial # 6294817

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results. I will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

RECEIVED
DEC 22 2011

enclosure

Serial Number:

6294817

Model: 700



RE00251229

BY:.....

T.A. very dirty + sticky + rusty.
PART BIND + work sluggish.
Replace TPA, claw + test fire
Under BCP for 20.4 shot
Quote

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

PS 23587

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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 SR00006037	Serial Number / Description 6294817 Model 700 Center Fire Caliber: 270	Date of Request: 12/07/2011 Date Printed: 12/07/2011
Customer: QUINTIN GUIDRY 21005 BURRELL WINGATE RD BEAUMONT, TX 77705 US Email:	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
Product Service # 7001 - FBO

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

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

Print

Reset

Model Number: 700		Serial Number: 6294817	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Quintin E Guibary		Date of Purchase: 10/6/11	
Address (no PO Boxes): 21005 BURRELL WINGATE RD.			
City: BEAUMONT TX		State: TX	Zip: 77705
Phone (Daytime): 337-540-0814		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) R.LYDAY@SACGLOBAL.NET			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: FIRING BY ITS SELF WHEN OPENING BOLT OR SAFTY			
500 characters left			
Ammunition Information:			
Manufacturer: BARNES X		Type: ACCU POINT	
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):			

ARS LABEL REQUEST FORM

DATE: 12/07/2011	Service Request # SR00006037
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm email address: I WILL MAIL LABEL	

Business:

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

LABEL INFORMATION

MAIL LABEL TO:	QUINTIN GUIDRY 21005 BURRELL WINGATE RD BEAUMONT, TX 77705 US SR00006037 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 7, 2011 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 124XX5989066704611 ALL CURRENCY USD
 REF 1:SR00006037
 REF 2:

HANDLING CHARGE 0.00		FRT: 3RD	
SHIPMENT PUB RATE CHARGES:		SVC T/P USD	
DV 0.00	COD 0.00	RS	0.50
DC 0.00	DGD 0.00		
AH 0.00	PR 0.00	ROD	0.00
TOT PUB CHG 10.27		PUB + HANDLING	10.27

ATTN: Product Service





