

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6780

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
248435	12/1/2011	11/1/2011	12/2/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Daniel	Noland	296 Old Stamp Mill Rd	DAHLONEGA	GA	30533		H 706-867-7060 C 813-240-3575

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S	Concern:1008	Fired on Bolt Closing		
C	FBC			

11/1/11: Customer called in. He stated that gun had FBC - he could not remember the date it happened & said it was sometime ago. He hasn't fired it in a while because he was scared of it. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6725800	AY	3/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
	S S KRESGE FT WAYNE IN	TWO PIECE BASE	N			

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 - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.40	12/13/2011				

11/1/11: Mailing ARS & forms. df 12/13/11: Could not duplicate concern. Can offer to replace TA, clean & test fire under BLM - quote. Customer paid quote. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/2/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		AY
	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; Functioning	
	Stock Condition	Missing	
	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---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

6780

COPY

224  
A43  
6.5  
0.11

November 2, 2011

Daniel Noland  
296 Old Stamp Mill Rd.  
Dahlonaga, GA 30533  
Phone: 706-867-7060

Ref: # 6780, Model 700, Serial # 6725800

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 8086  
Fax: 336-548-7872

RECEIVED  
DEC 06 2011

enclosure

BY:.....

could not duplicate concern.  
can offer to replace TPA, clean  
+ test fire under BLP for \$20.00  
+ ship

quote

Serial Number:

6725800

Model: 700



RE00248435

# 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](http://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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

<b>Service Request Number</b>	<b>Serial Number / Description</b>	<b>Date of Request:</b>
SR00002651	6725800	11/02/2011
	Model 700 Center Fire Caliber: 270	<b>Date Printed:</b> 11/02/2011

**Customer:**  
DANIEL NOLAND  
296 OLD STAMP MILL RD  
DAHLONEGA, GA 30533 US

**Destination:**  
Arms Services  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:

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 # 6780 - FBC

## Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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.

<b>Sub Total:</b>	.00
<b>Est Sales Tax:</b>	.00

## ARS LABEL REQUEST FORM

DATE:	11/02/2011	Service Request #	SR00002651
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 <a href="http://www.Remington.com">www.Remington.com</a>
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## LABEL INFORMATION

MAIL LABEL TO:	DANIEL NOLAND 296 OLD STAMP MILL RD DAHLONEGA, GA 30533 US SR00002651  Email:
RETURN ITEM TO:	ILN  Arms Services



4XX596 NOV 2, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969065009524  
REF 1:SR00002651  
REF 2:CD

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE	CHRG:	SVC T/P USD
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 9.61		PUB+HANDLING 9.61

ATTN: Product Service







