

Remington Arms Co., Inc.
Product Service
Legal Case #:6504

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
239163	8/26/2011	8/29/2011	8/29/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rob	Holladay	264 Oak Park Dr	Madison	MS	39110		H 601-360-9029

Incident Information

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

9/8/11 Per letter with rifle, after shooting a deer last January, he bolted the rifle and it went off into the air after his first shot. He has never had this problem before with any other rifles.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	27271	S6704407	WD	8/3/2009 4:11:00 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HDQRS		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, will fit new TPA, clean and test fire at no charge under warranty

Repair/Replacement Cost	Repair/Replacement Date
52.75	9/8/2011

9/8/11 Could not duplicate concern. As goodwill gesture to restore confidence in rifle, will fit new TPA, clean and test fire at no charge under warranty.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/29/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 7MM REM MAG SS
	Date Code		WD
	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	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

6504

2611
WD8/09
4#
1012

August 22, 2011

Remington Arms Company
Attn: Arms Service
14 Hoefler Avenue
Ilion, NY 13357

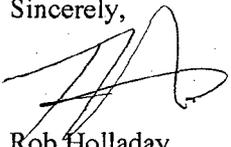
Re: Remington 700 BDL
S/N: S6704407
Trigger/Misfire Problem

Dear Sirs:

Enclosed please find my Remington 700 that I believe may have a trigger or other problem that has caused this rifle to misfire. After shooting a deer last January, I bolted the rifle and it went off into the air after my first shot. I have never had this problem before with any other rifle and would like for you to inspect the rifle to let me know that it is safe.

Please contact me at the address or telephone number below if you need any additional information.
Thank you.

Sincerely,



Rob Holladay
264 Oak Park Drive
Madison, MS 39110
601-360-9029

S6704407

Model: 700



RE00239163

could not duplicate concern
AS A GOOD-will gesture to
restore confidence in rifle
will fit new TPA, clean + rest
fire at N/c

warranty

RECEIVED
AUG 31 2011

BY:.....