

Remington Arms Co., Inc.
Product Service
Legal Case #:8093

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
287197	10/26/2012	10/29/2012	10/29/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Frank	Crowe	240 N Haley Dr	Walhalla	SC	29691		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4006 Altered Adjustments or Components		Unknown	
C	Concern:1007 Fired on Safe Release			
11/8/12 Per note on SR, consumer claims the gun has fired on 3 times when moving safety.cm				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25771	C6431520	DJ	9/19/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	THE GUN SHOP		U			

CONCERN: FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	379786	BR	1/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
	CENT BASE FUND APO SAN FRAN	TWO PIECE BASE	U			

CONCERN:FSR

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, can offer to replace TPA, clean and test at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

11/8/12 Per Ilion, trigger assem dirty and set screws altered. Will follow down. Can offer to replace TPA, clean and test at 1/2 normal cost.cm
Serial number 379786 does not belong to Frank Crowe. Inspection info for that rifle with photos will be on case #8132.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/29/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 270 WIN
	Date Code		DJ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Worn; Functioning	
	Stock Condition	Worn; Functioning	CRACK IN STOCK STK BEDDED
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
Feeding Test	Test Fired	False	
	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, TRIG NOT RETURNING PROPERLY. WILL FOLLOW DOWN
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		10/29/2012
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause		---Select---	PHOTOS IN FOLDER
Barrel	Description		22" 270 WIN
	Date Code		BR
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

See Case 8132

	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	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

See case 8132

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



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 SR00031401
Serial Number / Description C6431520
Model 700 RIFLE Caliber: 270

Date of Request: 10/10/2012

Date Printed: 10/18/2012

Customer:

FRANK CROWE
240 N. HALEY DR.
WALHALLA, SC 29691 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

M537 - SAFETY TOO EASILY

Service Request Section

consumer claims gun has fired on three times when moving safety-rs-
MAIL TO CONSUMER

Serial Number:

C6431520

Model: 700



RE00287197

Qty
Needed

Warranty

Price

Disc

Amount

RECEIVED
OCT 31 2012

BY: _____

T.A. dirty + set screws + tightened.
will Roll down can open to
replace TPA, clean test at 1/2
normal cost.

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

Grand Total: \$.00









