

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7558

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
263751	4/3/2012	4/4/2012	4/4/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mike	Graham	7721 Moreland Rd.	Theodore	AL	36582		H 228-475-6885

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

SR# 15137 - Service Request Section: Claims rifle fires when going from safe to fire - was bought 2nd hand. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6361329	DI	9/29/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMARILLO HDWE AMARILLO TX		N			

CONCERN: FSR

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				
	\$29					

4/9/12: Per Ilion - Could not duplicate concern. TA dirty & set screws altered. Replace TA, clean & test under BLM - quote. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/4/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		DI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	DENTS,MARS,SCRATCHES
	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---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, TRIG HAS MIN RETURN
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



22"  
DI 9/21  
3.5"  
009

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

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.**

<b>Service Request Number</b> SR00015137	<b>Serial Number / Description</b> A6361329 Model 770	<b>Date of Request:</b> 03/13/2012 <b>Date Printed:</b> 03/13/2012
<b>Customer:</b> MIKE GRAHAM 7721 MORELAND RD THEODORE, AL 36582 US		<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US
<b>Email:</b>		<b>Email:</b>

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**  
CLAIMS RIFLE FIRES WHEN GOING FROM SAFE TO FIRE. RIFLE WAS BOUGHT SECOND HAND.

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number: **A6361329**  
Model: **700**



**RE00263751**

**RECEIVED**  
1 APR 09 2012

BY: .....

could not duplicate concern.  
T.R. dirty + set screws altered  
replace TPA, clean + test under  
BCP box & 20+

Quote

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
<b>Grand Total:</b>	<b>\$ .00</b>











