

Remington Arms Co., Inc.
Product Service
Legal Case #:7881

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
279213	8/20/2012	8/22/2012	8/22/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Hebert	146 Comeaux Dr	Lockport	LA	70374		H 985-532-3898

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Has fired when safety is on	Cause:4015 Improper Maintenance Concern:1028 Fired With Safe ON	Unknown	
C				

9/6/12 Per note on SR, consumer states that the firearm will sometimes not go off when safety is on fire and sometimes it will go off when on safe.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6308571	KB	5/21/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	T G Y OKLAHOMA CITY OK		U			

CONCERN:FOS

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 APV
Replace TPA, clean, test at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.40	9/6/2012				

9/6/12 Per Ilion, Trigger assm is contaminated with a dried and sticky lube residue causing parts to bind and work sluggish. Replace TPA, clean, test at BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/22/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Barrel	Date Code		KB
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY AND STICKY WITH DRIED LUBE RESIDUE WILL FOLLOW DOWN
	Pull	---Select---	10+#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=7881&Type=Case>

9/6/2012

Cause	4015	Improper Maintenance	
Description			22" 270 W331

ARM - Service Request

File Service Request Inquiry Tools Reports Table Maintenance

ARM - Service Request

Service Request Nbr: Verify Service Request

☒ Group ☐ Unit Batch
ILN Arms Services

Repair Type Contact Info Estimate Payment Type

Repair Type
☒ Firearm ☐ Part ☐ Other ☒ Outside Customer ☐ Internal ☐ High Priority

Problem Reported or Service Requested
☒ Warranty Repair
☐ Paid Repair or Service
☐ Customer Return
☐ N/A

ProdDate: 1981/05/21
 SR CNT: 1 Group CNT: 0
 RE CNT: 1 U_B CNT: 0

RGA Nbr:

Code	Desc
M123	FORWARD TO PRODU
M568	SAFETY BROKEN

Firearm Description
 Serial Number: B6308571
 Manufactured By: Remington-USA
 Model ID: 5770
 Firearm Type: RIFLE
 Action Type: BOLT
 Gauge/Caliber:
 Barrel Length:

Repair CSR Notes (500 Characters)
 Consumer states that the firearm will sometimes not go off when safety is on fire and sometimes it will go off when on safe.

Description
 Model 5770 RIFLE (80) Build Description

PS Attention Of (35 Characters)

Closed 8/20/2012 5:31:43 AM ☐ Keep Info Close

lovrijf - Prod frmARMMain D183855AXPIL Wednesday, Aug 22 2012 8:48 AM

star Microsoft Inbox Part Sea DMS - D DMS - GI frmRepa SAP ARM - S 8:48 AM

211
KBS/81

Serial Number: B6308571
 Model: 700

 RE00279213

RECEIVED
 AUG 27 2012

BY:

T.A. is contaminated w/a pried
 + sticky lube residue causing parts
 to bind + work sluggish. Replace
 TPA, clean + test under lube con
 8520 +

Q







