

Remington Arms Co., Inc.
Product Service
Legal Case #:7190

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
252306/293753	1/3/2012	1/4/2012	1/4/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		James	Norwood	2824 Ramer Selmer Rd	Ramer	TN	38367		H 731-610-3582

Incident Information

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

per SR7246: rifle fires when going from safe to fire.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6478932	DU	9/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	ROSKIN BROS MIDDLETOWN NY		U			

CONCERN:FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	6478932	DU	9/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	ROSKIN BROS MIDDLETOWN NY		U			

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
Replace TPA no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	66.00	1/20/2012				

1/8/13 Per Ilion, could not duplicate concern. Replace TPA, clean & test fire no charge as goodwill.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/4/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
	Description		22" 270 WIN

Barrel	Date Code		DU
	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	DID NOT CLOSE ON SAAMI OVERMAX
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
Feeding Test	Test Fired	False	
	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY.TRIG NOT RETURING PROPERLY.WILL FOLLOW DOWN
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/21/2012
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		DU
	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	Worn; Functioning	DID NOT CLOSE ON SAAMI OVERMAX
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	MARS,SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Like new; Functioning	TPA REPLACED ON R# 252306
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com

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.**



22
Du 9/1
3.5
1013

Service Request Number SR00037389	Serial Number / Description 6478932 Model 700	Date of Request: 12/04/2012 Date Printed: 12/04/2012
Customer: JAMES NORWOOD 2824 RAMER SELMER RD. RAMER, TN 38367 US Email:		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US 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 M295 - EVALUATE AND REPAIR/SAFETY INSP.		
Service Request Section GOING FROM SAFE TO FIRE, GUN IS GOING OFF.		
Parts And Service Details		
Material	Type	Description
		Qty Needed
		Warranty
		Price
		Disc
		Amount

Serial Number: 6478932
Model: 700

RE00293753

RECEIVED
JAN 03 2013

BY:

can not disp. concern
AS A Good-Will gesture to
restore confidence in rifle
will rep. TPA, clean test
AT N/C

260974

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

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: NO EMAIL AVAILABLE.

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.**

221
Duq
3#
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Service Request Number SR00007246	Serial Number / Description 6478932 Model 700	Date of Request: 12/21/2011 Date Printed: 12/21/2011
Customer: JAMES NORWOOD 2824 RAMER SELMER RD RAMER, TN 38367 US		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US
Email:		Email:

7190

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
M568 - SAFETY BROKEN

Service Request Section
CLAIMS RIFLE FIRES WHEN GOING FROM SAFE TO FIRE

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Number: 6478932
Model: 700



RE00252306

T.A. dirty, rusty sets screws
altered. Trig not returning
properly. Replace TRA clean
test fire under BLP Rong 20.7
SHP

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
Grand Total: \$.00











