

Remington Arms Co., Inc.
Product Service
Legal Case #:7230

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
255957	1/25/2012	1/6/2012	1/26/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Burl	Oliver	1317 15th Ave. SE	Decatur	AL	35601		H 256-351-1180 E burl129@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1007 Fired on Safe Release			
C	FSR			

1/6/12: Customer called in. He said he bought gun used. He stated he was using it about 3 wks ago & had a FSR. No damage or injury reported. He wants the bolt lock modification done. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6777542	WV	8/23/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	L HORTON SOUTHBOROUGH MASS		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					

1/9/12: Mailing ARS & forms. Box order# 1294302. df 1/30/12: Per Ilion - TA set screws altered. Trigger not returning. Replace TA, clean & test under BLM - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/26/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 270 WIN
	Date Code		WV
	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		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	.013
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	--Select--	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

7230

COPY

2211
WV 8/79
2#
1013

January 9, 2012

Burl Oliver
1317 15th Ave. SE
Decatur, AL 35601
Phone: 256-351-1180

Ref: # 7230, Model 700, Serial # A6777542

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results. I will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

enclosure

Serial
Number:

A6777542

Model: 700



RE00255957

T.A. sets screws altered
TRY not rub. replace TPA
clean + test under BCP
20. +

Quoted
RECEIVED
JAN 30 2012

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Model Number: <u>Classic Model 700</u>		Serial Number: <u>A6777542</u>	
Name: <u>Rev. BURL OLIVER</u>		Date of Purchase: <u>3/29/2011</u>	
Address (no PO Boxes): <u>1317 15th Ave SE.</u>			
City: <u>DECATUR</u>	State: <u>AL.</u>	Zip: <u>35601</u>	
Phone (Daytime): <u>256-351-1180</u>		Fax: <u></u>	
E-mail Address: <u>BURL29@GMAIL.COM</u>			
Please describe your problem:			
<p><i>Misfire when move safety to fire position, to unlock and empty chamber. Repeat test, Misfire happens 60% of times. First use of this gun, a frightful Near Accident. Eston Lorington was unaware of problem. Estimate of Service via phone Conference @ 39.50</i></p>			
500 characters left			
<p>NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p>			
<p><input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p>			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number SR00009007	Serial Number / Description A6777542 Model 700 Center Fire	Date of Request: 01/09/2012 Date Printed: 01/09/2012
Customer: BURL OLIVER 1317 15TH AVE. SE DECATUR, AL 35601 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

Service Request Section

Product Service # 7230 - FSR

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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

ARS LABEL REQUEST FORM

DATE: 01/09/2012	Service Request # SR00009007
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	
email address: I WILL MAIL LABEL	

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

BURL OLIVER
1317 15TH AVE. SE
DECATUR, AL 35601 US
SR00009007

Email:

RETURN ITEM TO:

ILN

Arms Services



4XX596 JAN 9, 2012 ACT WT 10.0 LBS #PK 1
SVC GNDCOM BL WT 10.0 LBS
TRACKING# 1Z4XX5969066120642
REF 1:SR00009007 ALL CURRENCY USD
REF 2:

HANDLING CHARGE 0.00 FRT: 3RD
SHIPMENT PUB RATE CHARGES: SVC T/P USD
DV 0.00 COD 0.00 RS 0.60
DC 0.00 DGD 0.00
AH 0.00 PR 0.00 ROD 0.00
TOT PUB CHG 9.61 PUB+HANDLING 9.61

ATTN: Product Service





