

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6893

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
260759	3/5/2012	11/22/2011	3/5/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bill	Vincent	426 Oakview St.	Greenville	KY	42345		H 270-377-3537 W 270-338-3562 F 270-338-9206

## Incident Information

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

11/22/11: Customer called in. He has had FSR with the gun several times. He said he took it to a gunsmith to have the trigger made heavier but it's still doing it. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6475984	DU	9/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	JOHNS SPTG GD CANTON, OHIO		Y			

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					

11/22/11: Mailing ARS & forms. Box order# 1274764. df 3/8/12: Per Ilion - TA very dirty, set screws altered, trigger not returning properly, replace TA, clean & test fire under BLM - quote. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/5/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
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; 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; 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---	.009
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY, TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

# Remington®

6893

November 22, 2011

Bill Vincent  
426 Oakview St.  
Greenville, KY 42345  
Phone: 270-377-3537

Ref: # 6893, Model 700, Serial # 6475984

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:  
**6475984**

Model: **700**



**RE00260759**

T.A. very dirty, set screws altered  
Trig. not set properly. replace TPA,  
clean test under BCI for

20. +

RECEIVED  
MAR 08 2012

Quote

BY: .....

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

224  
DU 9/71  
2.5#  
009

Model Number: 700		Serial Number: 6475984	
Name: Bill Vincent		Date of Purchase:	
Address (no PO Boxes): Greenville Ky 42345			
City:		State:	Zip:
Phone (Daytime): (270) 338-3542 377-3537		Fax: (270) 338-9206	
E-mail Address:			
<p>Please describe your problem:</p> <p>Gun sometimes fires when safety is put in "Fire position".</p> <p>500 characters left</p>			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<input type="checkbox"/> <b>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.</b>			
<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](http://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.**

<b>Service Request Number</b>	<b>Serial Number / Description</b>	<b>Date of Request:</b>	11/22/2011
SR00004630	6475984	<b>Date Printed:</b>	11/22/2011
Model 700 Center Fire Caliber: 270			
<b>Customer:</b> BILL VINCENT 426 OAKVIEW ST GREENVILLE, KY 42345 US		<b>Destination:</b> Arms Services 14 Hoeft 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

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

## Service Request Section

Product Service # 6893 - 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.

<b>Sub Total:</b>	.00
<b>Est Sales Tax:</b>	.00

## ARS LABEL REQUEST FORM

<b>DATE:</b>	11/22/2011	<b>Service Request #</b>	SR00004630
<b>QUANTITY:</b>	1	<b>WEIGHT PER PACKAGE:</b>	10 LBS
<b>REQUESTED BY:</b>	fulcherdm	<b>email address:</b>	I WILL MAIL LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	BILL VINCENT 426 OAKVIEW ST GREENVILLE, KY 42345 US SR00004630  Email:
<b>RETURN ITEM TO:</b>	ILN  Arms Services



4XX596      NOV 23, 2011      ALL CURR USD      1 OF 1  
 SVC GND COM      ACT WT 10.0 LBS  
 TRACKING# 124XX5969065090954  
 REF 1: SR00004630  
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE		CHRG:
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 9.61		PUB+HANDLING 9.61

**ATTN: Product Service**











