

Remington Arms Co., Inc.
Product Service
Legal Case #:9619

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
332498	1/2/2014	12/5/2013	1/3/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Ashmore	6425 Gee Rd	Granbury	TX	76049		H 817-524-8974 E jtkb@windstream.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S FBC	Concern:1008	Fired on Bolt Closing		
C				

12/4/13: Received information by email from Jim Ashmore, he said "this year while chambering a round the rifle went off without my finger on the trigger. It was a very cold morning and the bolt felt very hard while closing." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7005791/270 WIN	N/A	B6494480	DD	9/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	OSHMAN SPTG GD HOUSTON TX		U			

CONCERN: FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/5791/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace trigger, check over, and test at 50% discount						
Repair/Replacement Cost	Repair/Replacement Date					

12/6/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1571505.jbi 1/7/14: Per Ilion, "trigger assembly dirty and set screws altered. Trigger not returning properly. Can offer to replace trigger assembly, check over, and test fire at 1/2 cost." jbi 1/13/14: Customer called in to Consumer Service and approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	1/3/2014	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	22" 270 WIN	
	Date Code	DD	
	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	STANDARD SAFETY	
	Function	Like new; Functioning	
	Lift	---Select---	.013

Sear	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,LITE RUST,TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	--Select--	2.5#
	Altered	True	SET SCREWS ALTERED SEALANT CHANGED
	Sub-Assembly	M/700 Non-Bolt Lock	

Quotation

Estimating Report

Parts and Repairs: P/F:

Page: 1

All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

Customer:

JAMES ASHMORE
6425 GEE RD
GRANBURY, TX 76049 US

Item Return To:

JAMES ASHMORE
6425 GEE RD
GRANBURY, TX 76049 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp. Date _____

Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____

Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Repair Number

RE00332498

Serial Number / Description

B6494480
Model 700 Center Fire Caliber: 270 WIN

Date Received: 01/02/2014

Estimate Date: 01/03/2014

Date Printed: 1/10/2014

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Problems Found

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

trigger assembly dirty and set screws altered. trigger not returning properly. can offer to replace trigger assembly, check over and test fire at 1/2 cost.

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Billable	1	99.91	50	49.96
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 78.46

Est Sales Tax: 5.30

Grand Total: \$83.75

Remington®

22"
DD9/83
2.5"
.013

December 6, 2013

James Ashmore
6425 Gee Rd
Granbury, TX 76049
Phone: 817-524-8974

9619

COPY

Ref # 9619, Model 700, Serial # B6494480

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. 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.

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

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
JAN 07 2014

BY:.....

Serial Number: B6494480

Model: 700



RE00332498

T.A. dirty & set screws A.H.
tag. Not det. properly. can
offer to Rep. T.A. check over
+ test at 1/2 cost.

Q

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

PS 31314

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

[illegible]

I have owned this rifle since 1986 my grandfather bought it for me while I was in the service. In 1988 I had the trigger pull checked by a competent smith because it had an extreme amount of creep. The rifle hung off a 12lb scale and would not release the trigger. At that time he said a "pin" had backed out and was digging in to the stock. I had him adjust the trigger pull to 3.5lbs, that is all that has ever been done to this rifle and it has been extremely reliable year after year until this year. I was deer hunting when I came back to the truck I ejected the round and put in the magazine and closed the bolt. I put the rifle in the truck and went back to camp and left the rifle in the truck overnight. That night it got below 30 degrees, I got up the next morning and took my daughter with me. After we crossed the gate I went to chamber a round I had my left hand on the forearm and my right on the bolt handle. Bringing the bolt back was smooth going forward was smooth going in to battery except for about the last inch to half inch and it was stiff like it was tight. When I went to lock the bolt in it was hard and as soon as it went to lock the rifle discharged. I double checked to see exactly where my fingers were and they were not near the trigger nor was my clothing (scared the crap out of me and my daughter but was a good learning experience for her about muzzle control and safety). I pulled the bolt back ejected the round and chambered another round very slowly no problem it felt smooth again. Since then it has felt stiff a couple of times when closing the bolt on a round but I won't close the bolt until I work it a couple of times on an empty chamber but it was not happened again. I could just be paranoid from the first time and I find myself questioning the rifles safety. I also have a 700 adl in 7mm I purchased in 2004 and love these rifles I just want it to go off when I pull the trigger not when it decides to and be able to trust it again. The issue only happened that one time and has not happened since. Thank you in advance for your help.

James Ashmore
817-524-8974
JAshmore @bh.com

Return address
6425 Gee Rd
Granbury Tx 76049

Irving, Jesse B.

From: Jim Ashmore [jtkb@windstream.net]
Sent: Tuesday, January 07, 2014 10:37 PM
To: Irving, Jesse B.
Subject: Re: 700 BDL

You have received the rifle. Thanks.

Jim Ashmore

From: Irving, Jesse B.
Sent: Thursday, December 05, 2013 11:30 AM
To: Jim Ashmore
Subject: RE: 700 BDL

Jim,
I will be sending a UPS shipping label in the mail and also a box will be coming by UPS. You can send it directly to us and we can ship it directly back to you. No FFL needed.

From: Jim Ashmore [mailto:jtkb@windstream.net]
Sent: Wednesday, December 04, 2013 10:13 PM
To: Irving, Jesse B.
Subject: Re: 700 BDL

How do I get it back does it have to go back through a ffl and fill out the paperwork again?

s/n B6494480
.270
James Ashmore
6425 Gee rd.
Granbury Tx. 76049
817-524-8974

From: Irving, Jesse B.
Sent: Wednesday, December 04, 2013 2:00 PM
To: jtkb@windstream.net
Subject: 700 BDL

Jim,
We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened and when this occurred.

Sincerely,
J.B.

From: Jim Ashmore [mailto:jtbb@windstream.net]
Sent: Thursday, November 28, 2013 2:37 PM
To: shopinfo
Subject: 700bdl

I have a 700 bdl .270 that I have owned since 1986. this year while chambering a round the rifle went off without my finger on the trigger. It was a very cold morning and the bolt felt very hard while closing. any thoughts it has not happened since and only happened once. Thanks.

Jim Ashmore

J.B. Irving | Consumer Affairs Administrator
Remington Arms Company, LLC
870 Remington Dr., PO Box 700, Madison, NC 27025-0700
Phone: 1.800.243.9700 | Phone: 336.548.8684 | Fax: 336.548.7872 or 336.548.7723
Email: <mailto:dell.fulcher@remington.com>

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms | DPMS
/ Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis |
Dakota Arms | Parker Gun | Para USA

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ARS LABEL REQUEST FORM

DATE:	12/06/2013	Service Request #	SR00070260
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	irvingjb	email address:	I will mail

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

JAMES ASHMORE
6425 GEE RD
GRANBURY, TX 76049 US
SR00070260

Email:

RETURN ITEM TO:

ILN

Arms Services



4XX596 DEC 6, 2013 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066449696
REF 1:SR00070260
REF 2:

HANDLING CHARGE 0.00			
SINGLE - PIECE PUB RATE CHRG:		SVC	T/P USD
DV 0.00	COD 0.00	RS	0.60
DC 0.00	DGD 0.00	SD	0.00
AH 0.00	PR 0.00	SP	0.00
TOT PUB CHG 11.68		PUB + HANDLING	11.68

ATTN: Product Service









