

Remington Arms Co., Inc.  
 Product Service  
 Legal Case #:9643

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
332499	1/2/2014	12/5/2013	1/3/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Barron	Buchunas	588 Aztec Tr.	Carol Stream	IL	60188		H 630-488-8992

Incident Information

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

12/5/13: Customer called in. He stated he bought gun used & it fired on safe release - did not have the date. He stated he wants gun checked out. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	29708	S6205699	om	7/16/1992
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT CORPORATION	TWO PIECE BASE	N			

CONCERN: FSR

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 Date APV

Per Ilion - Quote to repair @ a discount

Repair/Replacement Cost	Repair/Replacement Date

12/9/13: Mailed ARS, letter, SR paperwork. Box order# 1572786. df 1/7/14: Per Ilion - Could not duplicate concern. Set screws altered. Can offer to replace TA, check over & test at 1/2 cost - quote. Customer called on 1/3/14 & apprvd quote & paid it. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date		1/3/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN SS
	Date Code		OM
	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; 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	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	G#
	Altered	True	SEALANT MISSING
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

# Remington®

22"  
0M7/q:  
6#  
.013

December 5, 2013

9643

Barron Buchunas  
588 Aztec ~~Dr~~ Dr  
Carol Stream, IL 60188  
Phone: 630-488-8992

RECEIVED  
JAN 07 2013

BY: .....

Ref # 9643, Model 700, Serial # S6205699

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. This shipping label is for a UPS Hub or UPS Terminal or a UPS driver can scan the label and ship the package for you. 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.

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

Serial Number:

S6205699

Model: 700



RE00332499

could not dup concern  
set screws alt. can often  
to dup T.A. check sent  
rest at 1/2 cost

Q

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

# Service Request

Remington Service  
PO Box 700

Madison, NC 27025-0700

[www.Remington.com](http://www.Remington.com)



ATTN: Product Service

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.**

<b>Service Request Number</b> SR00070498	<b>Serial Number / Description</b> S6205699 Model 700 Center Fire Caliber: 270	<b>Date of Request:</b> 12/09/2013	<b>Date Printed:</b> 12/09/2013
<b>Customer:</b> BARRON BUCHUNAS 588 AZTEC <del>FR</del> DR CAROL STREAM, IL 60188 US		<b>Destination:</b> Arms Services 14 Hoefler 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.			
<b>Reason For Return</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION			
<b>Service Request Section</b> Product Service # 9643. dmf			
<b>Parts And Service Details</b>			
<b>Material</b>	<b>Type</b>	<b>Description</b>	<b>Qty Needed    Warranty    Price    Disc    Amount</b>
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
		<b>Grand Total:</b>	\$ .00

<b>Model Number:</b> 700		<b>Serial Number:</b> 56205699	
<b>Name:</b> BARRON BUCHANAN		<b>Date of Purchase:</b> MARCH 29, 2012	
<b>Address (no PO Boxes):</b> 588 AZTEC DR			
<b>City:</b> CAROL STREAM		<b>State:</b> IL	<b>Zip:</b> 60188
<b>Phone (Daytime):</b> 630-488-8992		<b>Fax:</b>	
<b>E-mail Address:</b> BANZAI.BARRON@HOTMAIL.COM			
<b>Please describe your problem:</b> I WAS AT A SHOOTING RANGE THIS PAST JULY (2013) THE RIFLE WAS MOUNTED ON A LEAD SHEET. WHEN I MOVED THE SAFETY TO FIRE THE RIFLE DISCHARGED. I DID FIRE A FEW MORE ROUNDS WITH NO PROBLEM, BUT I HAVE NOT USED THE RIFLE SINCE. MY FINGER WAS NOT ON THE TRIGGER.			
500 characters left			
<b>NOTE:</b> <del>Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</del>			
<p><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> <p>:: Record the serial number of your firearm before sending it.  :: 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.)  :: Remove all accessories from your firearm to prevent loss or damage.  :: <del>Ship your <b>INSURED</b> 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.</del></p>			

Use our  
UPS label

**Quotation**

*Remington Service*  
 PO Box 700  
 Madison, NC 27025-0700

**Estimating Report**

Parts and Repairs: P:800-243-9700/F:336-548-7801

[www.Remington.com](http://www.Remington.com)

*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.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>	01/02/2014
RE00332499	S6205699	<b>Estimate Date:</b>	01/03/2014
	Model 700 Center Fire Caliber: 270 WIN	<b>Date Printed:</b>	01/03/2014

**Customer:**  
 BARRON BUCHUNAS  
 588 AZTEC TR.  
 CAROL STREAM, IL 60188 US

**Return To:**  
 BARRON BUCHUNAS  
 588 AZTEC TR.  
 CAROL STREAM, IL 60188 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.

Reported	Problems Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments**  
 could not duplicate concern.trigger assembly set screws altered.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
F305571B	Part	700 X-MARK PRO TRIG ASSB RH SILVER (OS)	1	Billable	1	99.91	50	49.96
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

**PAID**  
 1/3/14 df

**Sub Total:** 78.46  
**Est Sales Tax:** 3.12  
**Grand Total:** \$81.58

## ARS LABEL REQUEST FORM

DATE: 12/09/2013	Service Request #	SR00070498
QUANTITY: 1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY: fulcherdm	email address:	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>
------------------	---

### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	BARRON BUCHUNAS 588 AZTEC TR. CAROL STREAM, IL 60188 US SR00070498  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services



4XX598      DEC 9, 2013      ALL CURR USD      1 OF 1  
 SVC GNDCOM      ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5989066028649  
 REF 1:SR00070498  
 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 11.01		PUB+ HANDLING	11.01

<b>ATTN: Product Service</b>
------------------------------







