

Remington Arms Co., Inc.
Product Service
Legal Case #:8422

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
294743	1/2/2013	1/3/2013	1/3/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Burgess	168 Jefferson Dr.	Beaver	WV	25813		H 304-894-8113 E cbsting1949@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

SR# 39211 - Service Request Section: Customer says the rifle will fire when the safety is pushed forward. Customer wrote that rifle also fails to cock. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25771	C6276252	OI	8/2/1988
Date Purchased	Where Purchased	Accessories	Original Owner			
	ARKANSAS IMPORT & DISTRIB. CO.		U			

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 @ 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

1/5/13: Per Ilion - TA has a dried & sticky lube residue causing sear to bind to side plates. Can offer to replace TA, clean & test at 1/2 normal cost - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/3/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		OI
	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	SLUGGISH
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	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DRIED AND STICKY LUBE RESIDUE SEAR BINDING TO SIDEPLATES WILL FOLLOW DOWN
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Parts and Repairs: P:800-243-9700 F:536-548-7801

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.**

22"
017/8
S.S.
6011

Service Request Number Serial Number / Description
SR00039211 C6276252
Model 700 RIFLE Caliber: 270

Date of Request: 12/30/2012
Date Printed: 12/30/2012

Customer:
CHARLES BURGESS
168 JEFFERSON DRIVE
BEAVER, WV 25813 US

8422
Destination:
Arms Services
14 Hoefler Ave
Bacon, NY 13357 US

Email: cbsting1949@yahoo.com

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
M992 - BOLT

Service Request Section
CUST SAYS THE RIFLE WILL FIRE WHEN THE SAFETY IS PUSHED FORWARD.
ALSO: FAILS TO COCK

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial
Number:

C6276252

Model: 700



RE00294743

T.A. HAS A dried + sticky tube
residue causing gun to bind to
slide/rates. can often do up. TPA,
clean + test fire at 1/2 normal cost

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

Q
Sub Total: .00
Est Sales Tax: .00
Grand Total: \$.00

RECEIVED
JAN 05 2013

BY:.....





