

Remington Arms Co., Inc.
Product Service
Legal Case #:9574

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
329100	11/29/2013	12/2/2013	12/2/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mike	Lane	23608 NELK-CHATTAROY ROAD	Colbert	WA	99005		H 509-238-4202 E khaliis1@peoplepc.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Fail to Fire	Concern:1027 Fail to Fire		
C				

SR00067555 - "BOLT LOCK MECHANISM". Customer wrote a note stating the rifle Fails to Fire. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6778757	WV	8/17/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	JENSEN BYRD SPOKANE WA	SCOPE BASE,BOTTOM HALF RINGS	Y			

CONCERN:TRIG LOCKS WHEN IN FIRE POSITION

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 under BLM						

Repair/Replacement Cost	Repair/Replacement Date
\$29	

12/4/13: Per Ilion - TA has a dried lube residue causing parts to bind & work sluggish. Replace TA, check over & test under BLM - quote. Customer called in & spoke w/a CSR. Apprvd & paid quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		12/2/2013
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4015	Improper Maintenance	
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	REC'D UNASSM
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
	Description		BOLT LOCK SAFETY

Safety	Function	Like new; Functioning	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DRIED LUBE RESIDUE CAUSING SEAR TO BIND ON SIDEPLATES WILL FOLLOW DOWN
	Pull	---Select---	7.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF RINGS

Service Request

Remington Service
PO Box 700
Madison, NC 27025-0700



22"
WV8/7c
7.5#
1015

Part and Repair: F000-041-9700 F015-543-7301

www.Remington.com

This document is a summary of your request for service. Please review this 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.

Service Request Number SER100000	Serial Number / Description A6778757 Model R5104	Date of Request: 11.19.2013 Date Printed: 11.19.2013
Customer: MINE LAKE 1801 N. ELK CHATTAHOOCY ROAD COLBERT, WA 99005 US		Destination: Arms Services 14 Hoshin Ave Eliz, NY 12527 US

9574

Email: Robert.Joyce@rem.com

Email:

Your request for service on the firearm 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 Repair
MIL - BOLT LOCK SAFETY MODIFICATION

Service Request Section
BOLT LOCK MECHANISM GEC

Part And Service Details	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number: A6778757
Model: 700



RE00329100

RECEIVED
DEC 04 2013

BY:

T.A. was advised Lube residue causing parts to bind & work sluggish. Rep T.A. checked & test and BLP for 20 +

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

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



Remington,

First malfunction was in field, loaded gun, found target, took safety to fire pos., would not fire! Cycled thru twice more before getting results (fired)

Trigger seems to lock when in fire pos. Quit using live ammo, cleaned gun. Using "SNAP CAP" found same results: Malfunction.

Also found, with snap cap in chamber, in "fire" position, tapping gun in downward position, gun would FIRE! Called factory, mentioned a recall, which I was not aware of. I am original buyer. Please resolve problem. Firearm is in excellent condition otherwise. (Cosmetic) This rifle has been 'Great' up until now.

Sincerely,
Michael R Lane

Michael R. Lane
23608 N. Elk-Chattaroy Rd
Colbert WA.
99005

(509) 238-4202

Call Anytime! E-mail/Khalis1@peoplepc.





