

Remington Arms Co., Inc.
 Product Service
 Legal Case #:9451

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
328579	11/22/2013	11/11/2013	12/2/2013	11/10/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Richard	Martin	P.O. Box 102 2 Cross St	Naples	NY	14512		H 585-314-6477

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4063	Sent in for Evaluation		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

11/11/13: I received call from Richard Martin, he said that his gun has fired on safety release on 2 different occasions. No injuries. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27121	G6611412	DA	9/18/2006 9:06:40 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SHOOTER SUPPLY	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, replace trigger, check over and test fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46					

11/11/13: Sending ARS, letter, and SR paperwork. Sent box on order 1561475. jbi 12/10/13: Per Ilion, "trigger not returning under sear properly. To restore confidence in rifle will replace trigger assembly, chck over completely and test fire at no charge." jbi 12/12/13: I received voicemail from Richard Martin, I returned his call and explained that the gun is still showing a repairing status. jbi

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	4063	Sent in for Evaluation	TRIG NOT RETURNING UNDER SEAR
Barrel	Description		24" 270 WIN
	Date Code		DA
	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---	N/A

Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING UNDER SEAR
	Pull	---Select---	N/A
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington®

24"
DA9/01

COPY

November 11, 2013

9451

Richard Martin
P.O. Box 102
2 Cross St.
Naples, NY 14512
Phone: 585-314-6477

Ref # 9451, Model 700, Serial # G6611412

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
DEC 04 2013

BY:

Serial Number:

G6611412

Model: 700



RE00328579

*Trig. Not Mt. and Sean
to restore confidence in
rifle will replace I.P.A.,
check over completely +
test fire at N/C
230145*

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.**

Service Request Number SR00067234	Serial Number / Description G6611412 Model 700	Date of Request: 11/11/2013 Date Printed: 11/11/2013
Customer: RICHARD MARTIN 2 CROSS ST P.O. BOX 102 NAPLES, NY 14512 US Email:	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US 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 #9451.jbi

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						
<p>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.</p>							
					Sub Total:		.00
					Est Sales Tax:		.00
					Grand Total:		\$.00

11/20/13

To whom it My Concern.

I live in Naples NY. 14512 I bought
this 270 for deer hunting a few years
ago this season which started 11/16/13
was the first year we could use
rifles in our area. Seems how I
was looking forward to this and then
had this VERY unsafe issue!!
I'm very disappointed in this rifle.
and will never be comfortable firing
it again! Please do something
to make ~~we~~ want a Remington arm
in the future.

Thank You
Rich Martin
(585) 314-6477

ARS LABEL REQUEST FORM

DATE: 11/11/2013	Service Request #	SR00067234
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
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LABEL INFORMATION

MAIL LABEL TO:	RICHARD MARTIN 2 CROSS ST P.O. BOX 102 SR00067234 NAPLES, NY 14512 US Email:
RETURN ITEM TO:	ILN Arms Services



4XX698 NOV 11, 2013 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 124XX6988065872823
 REF 1:SR00067234
 REF 2:

HANDLING CHARGE 0.00		SVC	T/P USD
SINGLE - PIECE PUB RATE CHRG:			
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 0.00		PUB+HANDLING	9.00

ATTN: Product Service







