

Remington Arms Co., Inc.
Product Service
Legal Case #:8747

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
306184	3/27/2013	3/28/2013	3/28/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Johnny	Perry	3001 S. Washington St.	Kaufman	TX	75142		W 972-932-9747 C 214-796-6619

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FBC	Concern:1008	Fired on Bolt Closing	Unknown	
C				

SR# 46462 - Service Request Section: "safety modification program". Customer wrote on our repair form: "Close bolt and gun fired disassemble trigger and clean and blow out with air hose, oil & reinstall seem to fix problem". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/264 WIN MA	n/a	64807 CK	4/1/1963

Date Purchased	Where Purchased	Accessories	Original Owner
		SCOPE BASE,BOTTOM HALF OF RINGS	Y

CONCERN: FBC

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					

4/1/13: Per Ilion - Could not duplicate concern. Replace TA, clean & test under BLM - quote. A CSR called customer & received appr. & payment on 3/28/13. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/28/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 264 WIN MAG
	Date Code		CK
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Worn; Functioning	FINISH REMOVED FROM BBL
	Stock Condition	Slightly Worn; Functioning	REM SYN STK
Receiver	Fore End Condition	---Select---	
	Condition	Worn; Functioning	LITE RUST,FINISH WEAR
Safety	Bulged	False	
	Description		BOLT LOCK SAFETY
Sear	Function	Slightly Worn; Functioning	
	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	FACTORY SEALANT MISSING
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF OF RINGS

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



24"
C114/6:
4#
.008

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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number SR00046462	Serial Number / Description 64807 Model: 300	Date of Request: 02/27/2013 Date Printed: 02/27/2013
Customer: JOHNNY PERRY JUSTICE OF THE PEACE 300 SOUTH WASHINGTON STREET KAUFMAN, TX 75142 US Email: catfishperry@gmail.com		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 M240 - BOLT LOCK SAFETY MODIFICATION		
Service Request Section safety modification program		
Parts And Service Details		
Material	Type	Description
Qty Needed		
Warranty		
Price		
Disc		
Amount		
Serial Number: 64807		
Model: 700		
RE00306184		
could not find concern. rep. TPA, client test BOL Con 20 +		
RECEIVED APR - 1 2013		
THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the		
BY: _____		
Sub Total: .00		
Est Sales Tax: .00		
Grand Total: \$.00		

Model Number: <u>700</u> <i>264 Mag</i>		Serial Number: <u>64807</u>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Johnny Perry</u>		Date of Purchase: <u>1973</u>	
Address (no PO Boxes): <u>10780 CR 151</u>			
City: <u>Kaufman</u>	State: <u>TX</u>	Zip: <u>75142</u>	
Phone (Daytime): <u>214 796 6619</u>		Fax: <u>972 962 2653</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) _____			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; padding: 10px; min-height: 100px;"> <p><i>Close bolt and gun fired disassemble trigger and clean and blow out with air hose, oil & reinstall seem to fix problem</i></p> </div>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>264 Win Mag</u>	
Other (i.e. bullet weight/type, shot size, powder): _____			
Handload Information:			
Powder Used: _____		Powder Weight: _____	
Case/Hull Used: _____		Primer Used: _____	
Bullet Type/Shot Size: _____		Reloader Used: _____	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	<u>After Each use</u>
How often do you clean the action? (Months or Number of rounds)	<u>After Each use</u>
How often do you clean the trigger assembly? (Months or Number of rounds)	<u>N/A</u>
Brand of lubricant used:	<u>Remington</u>
How often do you lubricate the bore? (Months or Number of rounds)	<u>When Cleaning</u>
How often do you lubricate the action? (Months or Number of rounds)	<u>When Cleaning</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<u>When Cleaning</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	<u>Never</u>
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<div>Please select a state from above to view the address of the Premier Field Service Center in your area.</div>	
<input type="checkbox"/> 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.	
:: 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.	

Johnny Perry

Cell # 214-796-6619

Work # 972 932 9747

Return Address

Justice of the Peace
3001 South Washington St.
Kaufman, TX. 75142







