

Remington Arms Co., Inc.
Product Service
Legal Case #:3305

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
163852	3/4/2009	3/5/2009	3/5/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Timothy	Chandler	263 Miller Ln	Mount Vernon	KY	40456		H 606-256-0823

Incident Information

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

3/9/09 Letter states that sometimes when you switch the safety off the gun fires without anyone pulling the trigger. This has happened twice when the gun was loaded. It has also happened when the gun wasn't loaded. It's random.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	84216	G6631559	XA	12/12/2006 12:38:00 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
4/1/2008	PACIFIC FLYWAY WHOLESALE	TWO PIECE SCOPE BASE	U			

CONCERN:FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Winchester	HP/55					
Concern	Other	Factory	Reload			
0:		Y	N			

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
repair at no charge, goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	62.39	3/9/2009				

3/9/09 Could not duplicate concern. Trig pull altered. Replace TPA, check over, clean at n/c.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/5/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00163852** Serial: G6631559 Model: 700 Center Fire Caliber: 22250 REM Produced: 12/12/2006 Repairman: **Bruce Travis**
 Verify Repair Status: **Repairing 3/5/2009 7:54:04 AM**

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **TIMOTHY CHANDLER**

Address 1: **263 MILLER LANE** Address 2: **263 MILLER LANE**
 PO Box: PO Box:
 City: **MOUNT VERNON** City: **MOUNT VERNON**
 State: **KY** Zip Code: **40456** Country: **US** State: **KY** Zip Code: **40456** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
3/4/2009 12:34:2	New	valentds	Repair Added	Repairing
3/4/2009 12:35:5	Expedite	valentds	From Check In	3/5/2009 7:54:04 AM
3/4/2009 12:36:5	Maint	valentds	Repair Maintenance	System
3/4/2009 2:11:02	Comment	waltersla	Consumer Contact for Repair Status	Product Services
3/4/2009 2:12:07	Update	waltersla	Address, Billing, or Ship Method Change	Repair Location
3/5/2009 7:52:31	Estimate	Travisbw	Estimate Update	ILN
3/5/2009 7:54:04	Repairing	System	Immediate SAP Allocation	Current Location
				ILN
				Transfer Number

☐ Shipping Hold
☐ InterFace Hold
☐ Estimate Sent
☒ Parts Received
☐ Passed Inspection
☐ Return As Received
☐ Has been Approved
☐ Internal Repair

Repair Search **Refresh** **Close**

suprtyl 3/5/2009 4:04 PM CAPS INUM INS SCRT

start Inbox - Microsoft Out... Arms Services Repair ... PS Hold Guns AS Search for a Serial Nu... 4:04 PM

REGISTERED
 MAR 06 2009
 BY:

3305

XA12/06
26"
3#
011**Remington****Factory Repair Instructions**

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 Varmint SPS		Serial Number: G6631559	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Timothy Chandler		Date of Purchase: April 2008	
Address (no PO Boxes): 263 Miller Lane			
City: Mount Vernon		State: KY	Zip: 40456
Phone (Daytime): (606) 256-0823		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: Sometimes when you switch the safety off the gun fires without anyone pulling the trigger. This has happened twice when the gun has been loaded. It has also happened when the gun isn't loaded, when I was checking to see if it would happen again. It's very random and I can't see any reason for for this to happen, there is no visual damage to the gun.			
Ammunition Information:			
Manufacturer: Winchester		Type: 55 grain hollow point	
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: Hoppe's			
How often do you clean the bore? (Months or Number of rounds)		every 10 weeks	
How often do you clean the action? (Months or Number of rounds)		every 10 weeks	
How often do you clean the trigger assembly? (Months or Number of rounds)		never	
Brand of lubricant used: Ballistol multi-purpose Sportsman's Oil			

How often do you lubricate the bore? (Months or Number of rounds)	every 6 weeks
How often do you lubricate the action? (Months or Number of rounds)	every 6 weeks
How often do you lubricate the trigger assembly? (Months or Number of rounds)	on the outside every 6 weeks
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
never	
What were the services performed?	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357	
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, be returned.) loss or damage. de the box. Shipments without a proper ost. Remington is not responsible for purchase insurance from your carrier. delines: rned to you C.O.D. (To avoid C.O.D. Charges, please h your gun) timate detailing the nature of the repair, applicable taxes air estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.	

Serial Number:

G6631559Model: **700****RE00163852**

3538
15
12
6239

could not duplicate concern.
 Trigger pull altered. replace TPA.
 check over, clear AT M/C

#230145