

Remington Arms Co., Inc.
Product Service
Legal Case #:3327

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
162584	2/23/2009	3/16/2009	3/16/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles R.	Cook	HC 79 Box 25	Jacksonburg	WV	26377		H 304-889-2154

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Gun went off when safety was released	Cause:4038 Could Not Duplicate Concern	Unknown	
C		Concern:1007 Fired on Safe Release		
Gun went off when he pushed safety off. dmf				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27267	S6568280	KA	5/24/2006 6:40:02 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRICE WHOLESALE	TWO PIECE SCOPE BASE	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
Repair at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$62.25	3/22/2009				

3/22/09: Per Fred S. - check over & replace trigger in rifle to restore confidence in rifle at no charge. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/16/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WIN
	Date Code		KA
	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	

Extractor	Handle	Slightly Worn; Functioning	
	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	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 X-MARK PRO SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

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: **RE00162584** Serial: S6568280 Model 700 Center Fire Caliber 270 SYN STOCK Produced: 05/24/2006 Repairman: Robert Frink Status: Repairing 3/16/2009 7:08:05 AM

Verify Repair

Address Information

Customer: Received From Return To: Received From

Name: **CHARLES R COOK** **CHARLES R COOK**

Address 1: **HC 79 BOX 25** **HC 79 BOX 25**

Address 2: **PO Box** **PO Box**

City: **JACKSONBURG** **JACKSONBURG**

State: **WV** Zip Code: **26377** Country: **US** State: **WV** Zip Code: **26377** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
2/23/2009 9:40:5	New	wainmnds	Repair Added	
3/14/2009 4:30:3	Estimate	frinkre	Estimate Update	Status: Estimating
3/16/2009 7:08:0	Estimate	frinkre	Estimate Update	Status: PartsHold
3/16/2009 7:08:0	Repairing	System	Immediate SAP Allocation	
3/16/2009 7:10:5	Estimate	frinkre	Estimate Update	Status: Repairing

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

Current Status: **Repairing** 3/16/2009 7:08:05 AM

Check In: **frinkre**

Repair Location: **ILN**

Current Location: **ILN**

Transfer Number:

Repair Search Refresh Close

start 3/16/2009 8:37 AM CAPS NUM INS SCRL

Inbox - Microsoft Out... Outlook Send/Receiv... Arms Services Repair... Microsoft Excel - Shot...

#3327

Could Not Duplicate Concern

RECEIVED

MAR 17 2009

BY:

3327

KAS/06
24"
4.5"
012

Remington

Factory Repair Instructions

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

Model Number: 700		Serial Number: 56568280	
Are you the original owner? ☐ YES ☒ NO			
Name: CHARLES R COOK		Date of Purchase: ?	
Address (no PO Boxes): HC 79 BOX 25			
City: JACKSONBURG		State: WV	Zip: 26377
Phone (Daytime): (304) 889-2154		Fax:	
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem: GUN WENT OFF WHEN I PUSHED SAFETY			
Ammunition Information:			
Manufacturer: Remington		Type: EXPRESS CORE LOCK	
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)			

Serial Number:

\$6568280

Model: 700



RE00162584

could not duplicate concern.
check over, replace TPA to restore
confidence in rifle. N/C
temporarily