

Remington Arms Co., Inc.  
Product Service  
Legal Case #:3045

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
158325	1/8/2009	1/9/2009	1/9/2009				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Hollie	2107 Golden Pond Drive	Kingwood	TX	77345		H 281-360-6973

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4038	Could Not Duplicate Concern		Unknown
C	Rifle discharges when moved from Safe to Fire	Concern:1007 Fired on Safe Release		

Rifle has been in storage since about 1976. Rifle discharges when safety is moved from Safe to Fire. Bolt safety modification needed.  
dmf

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	20000	6604401	RW	11/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	SALT LAKE HD SALT LAKE UT	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/Replacement Cost	Repair/Replacement Date				
	\$47.38					

1/14/09: Estimate sent for \$37.36 for Bolt Lock Modification Program. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/9/2009
	Product Type		RF
	Action Type		A
	Assigned To		F./SUPRY
Cause	4038	Could Not Duplicate Concern	RUSTY AND DIRTY METAL PARTS AND TPA BORE RUSTY/DIRTY
Barrel	Description		22" 243 WIN
	Date Code		RW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	BOLT BODY RUSTY

Bolt	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; Functioning	METAL RUSTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.006
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	RUSTY/DIRTY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

**Arms Services Front-End System**

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

---

**Repair Inquiry**

Repair Number: **RE00158325** Serial: 8604401 Model 700 Center Fire Caliber: 243 WIN. Produced: 01/29/1973 Repairman: Bruce Travis  
 Verify Repair Status: ApprovalHold 1/9/2009 8:51:57 AM

**Address Information**

Customer: ☒ Received From Return To: ☐ Received From  
 Name: **CHARLES H. HOLLIE** **CHARLES H. HOLLIE**  
 Address 1: **2107 GOLDEN POND DRIVE** **2107 GOLDEN POND DRIVE**  
 Address 2:  PO Box:  PO Box:   
 City: **KINGWOOD** **KINGWOOD**  
 State: **TX** Zip Code: **77345** Country: **US** State: **TX** Zip Code: **77345** Country: **US**  
 FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
1/8/2009 1:45:45	New	sanguinegl	Repair Added	ApprovalHold
1/8/2009 1:49:07	Expedite	sanguinegl	From: Check In	1/9/2009 8:51:57 AM
1/9/2009 8:51:57	Estimate	Travisbw	Estimate Update	Travisbw
1/9/2009 8:56:42	Expedite	Travisbw	From: Product Services	ApproveBack
1/9/2009 9:31:52	Expedite	pencerl	From: Repair Bench	Repair Location
				ILN
				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**

suprvl 1/9/2009 1:56 PM CAPS NUM INS SECL

start | Inbox - Micros... | 21 Microsoft O... | Arms Services | Part Search b... | Search for a 5e... | Stock Overvie... | 1:56 PM

Bolt lock modification program.



## General Repair Form

Back to Repair Services

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

Model Number: 700 (.243 Winchester)		Serial Number: 6604401	
Name: Charles H. Hollie		Date of Purchase: About 1974	
Address (no PO Boxes): 2107 Golden Pond Drive			
City: Kingwood		State: TX	Zip: 77345
Phone (Daytime): 281-360-6973		Fax:	
E-mail Address:			
<b>Please describe your problem:</b>			
Please note the following:			
<ol style="list-style-type: none"><li>1. Rifle has been in storage since about 1976.</li><li>2. Rifle discharges when safety is moved from safety ("S") to fire ("F").</li><li>3. Bolt safety modification needed.</li><li>4. Other modification programs might apply.</li></ol>			
Thanks			
247 characters left			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			

**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 IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL OF YOUR FIREARM.**

Label the box with the serial number of your firearm before sending it. Pack the firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a hard case. (Note: Original boxes may not be returned.) Include any accessories from your firearm to prevent loss or damage. Insure your firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss in transit, so you may elect to purchase insurance from your carrier.

could not duplicate concern  
replace TPA, check over,  
clean & under Bolt Lock  
Programmer \$20.00 + S+H  
Quote

Serial Number: 6604401

Model: 700



RE00158325