

Remington Arms Co., Inc.
Product Service
Legal Case #:2192

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
141973	2/29/2008	3/3/2008	3/3/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Charles	Rothberg	2016 North Grandview Lane	Bismarck	ND	58503		H 567-277-0293 F 701-258-5003 E trains24@aol.com

Incident Information

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

3/4/08-correspondence from repair-loaded rifle, pushed bolt in and gun fired.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25657	S6538835	DZ	9/27/2005 3:00:44 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
11/1/2006	TOWN POLICE SUPPLY		Y			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c			Remington/700/CF/BA			
	Repair/Replacement Cost	Repair/Replacement Date				
	35	3/4/2008				

3/4/08-replace TA at n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/3/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 308 WIN SS FL
	Date Code		DZ
	Bore Plugged	False	
	Bulged	False	

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Slightly Worn; Functioning	CHIPPED AROUND REAR STUD
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

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: **RE00141973** Serial: S6538835 Model 700 Center Fire Caliber: Repairman: Status: New 2/29/2008 10:59:41 AM
 308 WIN SS FL Produced: 09/29/2005

Verify Repair

Address Information

Customer: Received From: Return To: Received From:

Name: **CHARLES ROTHBERG** **CHARLES ROTHBERG**

Address 1: **2016 N GRANDVIEW LANE** **2016 N GRANDVIEW LANE**

Address 2: PO Box: PO Box:

City: **BISMARCK** **BISMARCK**

State: **ND** Zip Code: **58503** Country: **US** State: **ND** Zip Code: **58503** Country: **US**

FFL:

Contact / Conclusion Problems Estimate **History / Status** Shipping / Billing

Date	User ID	Desc1	Desc2	Shipping Hold	Current Status
2/20/2008 3:02:3	valentds	Repair Added		<input type="checkbox"/>	New
2/23/2008 8:20:3	pencarl	From: Check In	To: Repair Bench	<input type="checkbox"/>	2/29/2008 10:59:41 AM
2/29/2008 10:20:	dekanej	From: Repair Bench	To:	<input type="checkbox"/>	valentds
2/29/2008 10:59:	valentds	Repair information change		<input type="checkbox"/>	Repair Bench
3/3/2008 5:17:2E	Travisbiv	Repair Maintenance	Status: New	<input type="checkbox"/>	Repair Location
3/3/2008 7:46:3E	pencarl	From: Check In	To: Repair Bench	<input type="checkbox"/>	ILN
				<input type="checkbox"/>	Current Location
				<input type="checkbox"/>	ILN
				<input type="checkbox"/>	Transfer Number

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

Repair Search Refresh Close

suprjll 3/3/2008 11:55 AM CAPS NUM IN3 SERLY

Star Inbox: Microsoft Outlook - Closed Cases - Arms Services - BSMH: Chris AS Search for 689 - Pat Search by - 11:55 AM

2192



029/05
20"
5#
-012

Factory Repair Form

Return to Previous Page

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

Model Number: <u>700</u>	Serial Number: <u>56538835</u>
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>Charles Rothberg</u>	Date of Purchase: <u>11/06</u>
Address (no PO Boxes): <u>2016 North Grandview Lane</u>	
City: <u>Bismarck</u>	State: <u>ND</u> Zip: <u>58503</u>
Phone (Daytime): <u>567-277-0293</u>	Fax: <u>701-258-5003</u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>trains24@aol.com.</u>	
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: <u>loaded rifle, then pushed bolt in and gun fired. Nothing appeared wrong, it just fired unexpected and unexpected. No trigger contact.</u>	
500 characters left	
Ammunition Information:	
Manufacturer: <u>Rem</u>	Type: <u>308 LTRSS</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: <u>Hoppes</u>	
How often do you clean the bore? (Months or Number of rounds) <u>each time I shoot.</u>	
How often do you clean the action? (Months or Number of rounds) <u>each time I shoot.</u>	
How often do you clean the trigger assembly? (Months or Number of rounds) <u>as above.</u>	
Brand of lubricant used: <u>Tetra Gun</u>	
How often do you lubricate the bore? (Months or Number of rounds) <u>as above.</u>	
How often do you lubricate the action? (Months or Number of rounds) <u>as above.</u>	

How often do you lubricate the trigger assembly? (Months or Number of rounds) as above

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? YES NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? never

What were the services performed? _____

NOTE: In order to better service our customers some firearms/parts are sent to a certified Remington Premier Authorized Repair Center.

Ship your ENSURED firearm by either UPS or Parcel Post to:

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
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, ship in a firearm box. (Note: Original boxes may not be returned.)
- :: Remove all accessories from your firearm to prevent loss or damage.
- :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
- :: Ship your ENSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

- :: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)
- :: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. can be paid by check, money order, or credit card (American expedite repairs over \$75.00 by setting a pre-authorized amount onically through Check21.

Serial Number:

S6538825

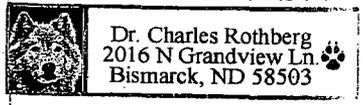
Model: 700



RE00141973

Visit Our Other Remington Websites
Other Sites

about Us



could not duplicate concern
replace TPA, check over, clean
AT N/C #230145