

Remington Arms Co., Inc.
Product Service
Legal Case #:2895

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
155626	11/20/2008	11/21/2008	11/21/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Travis	Trammell	Rt 2, Box 17	Madill	OK	73446		H 580-795-6644 E hunter1.endoftrail@sbcglboal.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	fired on safe and one safe release	Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release		Unknown
C				

11/25/08 He had it worked on 25 yrs ago. Safety was not factory smooth after that repair but worked properly. In the last 2 yrs he's had 3 mishaps where the gun discharged while on safety or releasing the safety to unload.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	20000	6397879	XT	12/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	THOMSON DIGGS SACRAMENTO CAL	TWO PIECE SCOPE BASE	U			

CONCERN:FSR

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
repair at special price under BLSM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	45.00	11/25/2008				

11/25/08 could not duplicate concern. Trig assembly dirty and rusty. Check over, clean, replace TPA under BLS program for \$20 + s&h.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/21/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		XT
	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	Worn; Functioning	CRATERED FROM LEAKING PRIMERS
	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	
	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---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, RUSTY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
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: **RE00155626** Serial: 5397879 Model: 700 Center Fire Caliber: 243WIN Produced: 02/22/1971 Repairman: Status: New 11/20/2008 6:02:33 AM

Verify Repair

Address Information

Customer: Received From Return To: Received From

Name: **TRAVIS TRAMMELL** **TRAVIS TRAMMELL**

Address 1: **RT 2 BOX 17** **RT 2 BOX 17**

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

City: **MADILL** **MADILL**

State: **OK** Zip Code: **73446** Country: **US** State: **OK** Zip Code: **73446** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

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

Date	User ID	Desc1	Desc2
11/20/2008 5:54	valentds	Repair Added	
11/20/2008 5:57	valentds	Repair information change	
11/20/2008 6:02	valentds	Repair information change	
11/24/2008 10:1	supryfl	Returned for repair	Bolt Lock Modification Program

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

Current Status
 New
 11/20/2008 6:02:33 AM
 valentds
 Check In
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

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

supryfl 11/24/2008 10:17 AM CAPS NUM INS SCRL

Start Inbox - Microsoft Out... Arms Services Repair... PS Hold Guns AS Current Cases - Micr... Part Search by Mate... 10:17 AM



Factory Repair Form

Return to Previous Page

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

Model Number: Model 700 Serial Number: 6397879

Are you the original owner?: ☒ YES ☐ NO

Name: Travis Trammell Date of Purchase: unknown 30+ years

Address (no PO Boxes): Rt 2 Box 17

City: Madril State: OK Zip: 73446

Phone (Daytime): 580-795-6644 Fax:

E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)

hunter1.endoftrail@sbcglobal.net

E-mail Address:

☒ I would like to receive future e-mail updates from Remington.

Please describe your problem and date of occurrence:

25 years ago I had this gun worked on because I flipped the safety to work the bolt - the safety did not go all the way forward - but the bolt came up half way and hung up. After the repairs, the safety was not factory smooth but the gun worked properly for the next 25 years.

In the last 2 years, I had 3 mishaps where the gun discharged while on safety or releasing the safety to unload.

I would like if economically feasible to have this gun updated where bolt can be operated with gun on safety.

1 characters left

Ammunition Information:

Manufacturer: Type:

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)

How often do you clean the action? (Months or Number of rounds)

How often do you clean the trigger assembly? (Months or Number of rounds)

Brand of lubricant used:

How often do you lubricate the bore? (Months or Number of rounds)

How often do you lubricate the action? (Months or Number of rounds)

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

KT 12/7
5th
2211
009

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. You will have 30 days to approve the repair 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. We process checks electronically through Check21.

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Other Sites

Remington

Number:

6397879

Model: 700



RE00155626

could not duplicate concern
TRig. ASSm dirty + rusty.
click over, clean, replace
TPA under bolt lock program
Ron \$ 20.00 + S&H.

Quote