

BARBER - Kinzer PPS GAL RE 0009871 Remington Arms Co., Inc.
Product Service
Legal Case #:5008

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210943	11/19/2010	11/8/2010	11/22/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Blackland Guns		Blackland Guns	6900 Cty Rd 101	Taylor	TX	76574		W 512-365-1306
Incident		Frankie	Limmer						

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Accidental discharge	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

11/8/10 Per call from the dealer, Mr. Limmer brought his 700 to him and said he had an accidental discharge with it. He said he bought it new in 1978.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/270 WIN	n/a	A6565326	LQ	2/3/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPTS ATLANTA GA	SCOPE BASE	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 TPA, clean at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.23	11/29/2010				

11/8/10 Emailing ARS and letter.cm 11/29/10 Per Ilion, could not duplicate concern. Trig assm set screws altered, dirty and sticky. Can offer to replace TPA, clean, test fire under BLSM program price for \$20 + shipping. Emailed quote/inspection to dealer.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/22/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		LQ
	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	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	STICKS.BINDING
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	SCRATCHES/MARS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY STICKY,SLUGGISH
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

frmRepairMain - FGI Repairs

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

frmREInquiry - Repair Inquiry

Repair Number: **RE00210943**

Serial: A6565326, Model 700, Center Fire, Caliber: 270
WIN Produced: 02/03/1978 SKU: 20000

Repairman: Bruce Travis
Status: Approval Hold 11/22/2010 8:52:07 AM

Verify Repair

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: BLACKLAND GUN WORKS

Address 1: 6900 COUNTY RD. 101

Address 2: PO Box

City: TAYLOR

State: TX Zip Code: 76574 Country: US

Name: BLACKLAND GUN WORKS

Address 1: 6900 COUNTY RD. 101

Address 2: PO Box

City: TAYLOR

State: TX Zip Code: 76574 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
11/19/2010 7:...	New	lopataff	Repair Added		
11/22/2010 7:...	Maint	Travisbw	Repair Maintenance	Status: Rep	
11/22/2010 8:...	Estimate	Travisbw	Estimate Update	Status: Appr	
11/22/2010 8:...	ApprovalH...	System	Immediate SAP Allocation		
11/22/2010 9:...	Expedite	penceil	From: Repair Bench	To: Approv	

Shipping Hold

Interface Hold

Estimate Sent

Parts Received

Passed Inspection

Return as Received

Has Been Approved

Internal Repair

Exclude IATC

Current Status

Approval Hold

11/22/2010 8:52:07 AM

Travisbw

Approve Rack

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

frmREI...

naqletj - ILN/Prod

frmRepairMain

NAQLETJ

Monday, Nov 22 2010

7:21 AM

start

10 Microsoft Offi...

frmRepairMain - F...

Part Search by Ma...

3 Microsoft Offic...

2 Windows Explo...

11:03 AM

RECEIVED
NOV 22 2010

BY:

5008

22"
LQ2/98
3#
009

November 8, 2010

Blackland Guns
6900 Cty Rd 101
Taylor, TX 76574

Subject: #5008, Model 700, Serial # A6565326

Dear Sir,

Per our phone conversation, you should receive an email with your prepaid UPS ground shipping label for shipment of the firearm to our factory within the next 24-48 business hours. Please include a copy of this letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the box with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

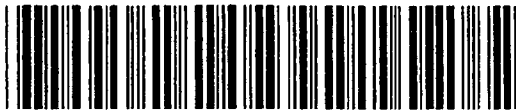
Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

enclosure

Serial
Number

A6565326

Model: 700



RE00210943

could not dup liek concern.
TRIG. ASSM. set screws altered
~~TRIG~~ dirty & sticky. Can often
to replace TPA, clean + test
fine under BLP box \$ 20.00 +
Ship

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Dear Sirs:

This Model 700 was purchased new by the owner, and recently he was closing the bolt and it discharged.

Please repair and return to

Blackland Gun Works

6900 CR 101

Taylor TX 76574

512-365-1306

blacklandguns@eccwireless.com

Remington.

www.remington.com

Remington Arms Company, Inc.
 870 Remington Drive
 P. O. Box 700
 Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	11/8/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR		xxxxxx	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
A6565326 700			

LABEL INFORMATION

MAIL LABEL TO: Blackland Guns
 6900 Cty Rd 101
 Taylor, TX 76574

RETURN ITEM TO: Rem Product Service

blacklandguns@eccwireless.com

Dodson, Cathy

From: Mitchell, Christy
 Sent: Monday, November 08, 2010
 To: Mitchell, Christy; Dodson, Cathy
 Subject: RE: Blackland Guns

4XX596 NOV 9, 2010 ALL CURR USD 1 OF 1
 SVC ONDCOM ACT WT 10.0 LBS
 TRACKING# 124XX5969067982559
 REF 1:BLACKLAND GUNS/CD/CM
 REF 2:700 A6565326

Blackland wants their ARS emailed to them rather than mail

Please email to them at:

blacklandguns@eccwireless.com

HANDLING CHARGE 0.00 SVC T/P USD
 SINGLE-PIECE PUB RATE CHRG: RS 1.00
 DV 0.00 COD 0.00 SD 0.00
 DC 0.00 DGD 0.00 SP 0.00
 AH 0.00 PR 0.00
 TOT PUB CHG 11.04 PUB+HANDLING 11.04



