

Remington Arms Co., Inc.
Product Service
Legal Case #:5400

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213765	12/10/2010	12/13/2010	12/13/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Roger	Heikes	2228 Mayfair Dr.	Salina	KS	67401		H 785-825-0072 C 785-787-5346

Incident Information

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

Customer wrote on our repair form - "Fires sometimes when safety released". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	27474	E6476731	WB	8/11/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
10/5/2010	WAL-MART WAREHOUSE #3R	TWO PIECE BASE	N			

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
Per Ilion - Check over completely @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$42	12/13/2010				

Per Ilion - Could not duplicate concern. TA functioning as designed. Check over completely, clean & test fire @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/13/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		WB
	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	
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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

frmRepairMain - Repair Inquiry

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

frmREInquiry - Repair Inquiry

Repair Number: RE00213765 Serial: E6476731 Model: 700 Center Fire Caliber

Repairman: Status: New 12/10/2010 9:43:25 AM

Verify Repair

ADDRESS INFORMATION

Customer: Received from: Return To: Received from:

Name: ROGER HEIKES ROGER HEIKES

Address 1: 2228 MAYFAIR DRIVE 2228 MAYFAIR DRIVE

Address 2: PO Box: PO Box:

City: SALINA SALINA

State: KS Zip Code: 67401 Country: US KS Zip Code: 67401 Country: US

FFL:

Contact / Condition Problems Estimate History Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/10/2010 9:43	New	valentds	Repair Added	
12/10/2010 9:43	Expedite	valentds	From: Check In	To:
12/13/2010 10:10	Maint	Travisbw	Repair Maintenance	Status: New

Shipping Hold
Interface Hold
Estimate Sent
Parts Received
Passed Inspection
Return as Received
Has Been Approved
Internal Repair
Exclude IATC

Current Status
New
12/10/2010 9:43:25 AM
valentds
Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search Refresh Close

nagletj - ILN/Prod frmRepairMain NAGLETJ Monday, Dec 13, 2010 10:14 AM

start frmRepairMain - FGI 6 Microsoft Office E... NBC-WKTV News Cha... 11 Microsoft Office ... 11:14 AM

RECEIVED
DEC 17 2010

BY:

5400

22"
WB 8/6
45#
1013

Remington

Factory Repair Instructions

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

Model Number: 700	Serial Number: E 6476731
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: Roger Heikes	Date of Purchase: 10-5-10
Address (no PO Boxes): 2228 Mayfair Dr.	
City: Salina	State: KS. Zip: 67401
Phone (Daytime): 785 825-0072	Fax: cell 785 787-5346
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem: Fires sometimes when safety released	
Ammunition Information:	
Manufacturer: Federal	Type: .243 Cal.
Other (i.e. bullet weight/type, shot size, powder): 100 grain	
Handload Information:	
Powder Used: <input checked="" type="checkbox"/>	Powder Weight: <input checked="" type="checkbox"/>
Case/Hull Used: <input checked="" type="checkbox"/>	Primer Used: <input checked="" type="checkbox"/>
Bullet Type/Shot Size: <input checked="" type="checkbox"/>	Reloader Used: <input checked="" type="checkbox"/>
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: —	
How often do you clean the bore? (Months or Number of rounds) 5-10	
How often do you clean the action? (Months or Number of rounds) 20	
How often do you clean the trigger assembly? (Months or Number of rounds) None	
Brand of lubricant used: Rem Oil	

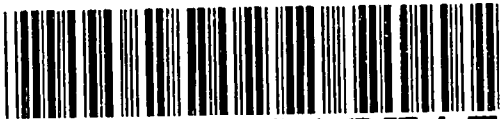
How often do you lubricate the bore? (Months or Number of rounds)	10-20 rounds
How often do you lubricate the action? (Months or Number of rounds)	12 months
How often do you lubricate the trigger assembly? (Months or Number of rounds)	12 months
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
None	
What were the services performed?	
None	
Ship your INSURED firearm by either UPS or Parcel Post to:	

REMINGTON ARMS CO., INC

Service Division
 5000 S. Hwy 1
 P.O. Box 13357
 Dallas, TX 75213-3577

E6476731

Model: 700



RE00213765

IN YOUR FIREARM OR IN THE SAME BOX WITH THE
 IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE
 ME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

- Ship 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 INSURED 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.

could not dupl. Eate concern
 T.A. functioning as designed.
 check over completely clean
 + Test fire at 400 yds
 #230145