

BARBER - Kinzer PPS GAL RE 0012128

Remington Arms Co., Inc.

Product Service

Legal Case #:5238

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210404	11/15/2010	11/30/2010	11/30/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Glen	Scarborough	1120 McKay Cir	Montgomery	LA	71454		

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Went off in deer stand when he moved safety	Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release		Unknown
C				

No sign of adjustments after leaving factory. Was unable to get the rifle to discharge unless the safe was off and the trigger moved fls. 11/22/10 Per call from Glen into the Consumer Dept, he is stating that the gun went off in deer stand when he removed from safety.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270	27476	e6495445	ES	10/2/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT CORPORATION		U			

Gun came in with no correspondence and was sent to repair bench. CSR contacted customer and found out the FSR concern, rifle was then given to Product Service for examination.

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement - None Defined

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		11/30/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22 inch Model 700 270 caliber
	Date Code		ES
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	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	

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	Ext/Eject Test	True	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Model 700
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
	Trigger	Condition	Slightly Worn; Functioning
Pull		---Select---	5.75 lbs
Altered		False	
Sub-Assembly		M/700 Non-Bolt Lock	

5238

Could not duplicate concern.  
Install new Trigger Assembly  
at n/c as gesture of goodwill

FRED 11/30/10



Repair Number:	RE00210404	Serial: E6495445 Model 700 Centis Fire Caliber: 270	Repairman: Kirk Coffin
Verify Repair:	WIN Produced: 10/02/1998 SKU: 27476	Status:	Repairing 11/29/2010 9:15:20AM

ADDRESS INFORMATION			
<b>Customer</b> Name: GLEN SCARBOROUGH Address 1: 1120 MCKAY CIR. Address 2: <input type="text"/> PO Box: <input type="text"/> City: MONTGOMERY State: LA Zip Code: 71454 Country: US	<b>Received from</b> Return To: GLEN SCARBOROUGH Address 1: 1120 MCKAY CIR. Address 2: <input type="text"/> PO Box: <input type="text"/> City: MONTGOMERY State: LA Zip Code: 71454 Country: US		

Contact / Condition	Problems	Estimate / History / Status	Shipping / Billing	FRI <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
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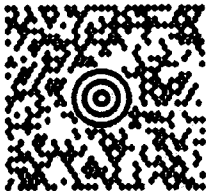

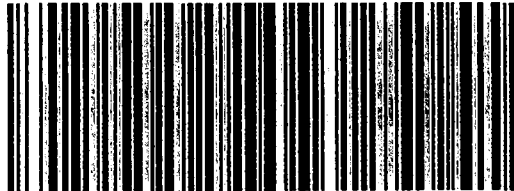

Date	Code	User ID	Desc1	Desc2	<input type="checkbox"/> Shipping Hold <input checked="" type="checkbox"/> Interface Hold <input checked="" type="checkbox"/> Estimate Sent <input type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return as Received <input type="checkbox"/> Has Been Approved <input type="checkbox"/> Internal Repair <input type="checkbox"/> Exclude TATC
11/19/2010 10...	Comment	harperam	no ans no machine		<div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <b>Current Status</b>          Repairing          11/29/2010 6:15:20AM          colfinrk          Repair Bench          Repair Location          ILN          Current Location          ILN          Transfer Number       </div>
11/22/2010 9...	Update	stegalre	RE Notes Changed	from CSF	
11/22/2010 9...	Update	stegalre	RE Notes Changed	from CSF	
11/29/2010 6...	Maint	pencilr	Repair Maintenance	Status: F	
11/29/2010 9...	Comment	henryed	Consumer Contact for Re...		

<input type="button" value="Repair Search"/>	<input type="button" value="Refresh"/>	<input type="button" value="Close"/>
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ton.

RECEIVED  
DEC - 1 2010

GLEN SCARBOROUGH 1120 MCKAY CIR. MONTGOMERY LA 71454		10 LBS	1 OF 1
SHIP TO: REMINGTON 14 HOEFLER AVE. ILION NY 13357		RS DV 11113 NO CORRESP	
	NY 135 0-01 		
UPS GROUND TRACKING #: 1Z 4XX 596 90 6730 9456			
			
DESC: FIREARMS RETURN SERVICE			
Reference No.1: GLEN SCARBOROUGH/CD/ANNE Reference No.2: 700/E6495445			

1  
27  
15.70  
42.70

Serial Number: E6495445  
Model: 700

  
RE00210404



Repair Number: RE00210404

<b>Repair Type</b> FIREARM Customer Repair	<b>Serial Number Description</b> Model 700 Center Fire Caliber: 270 WIN	<b>Repairman:</b> Kirk Coffin <b>Date Received:</b> 11/15/2010 <b>Estimate Date:</b> 11/16/2010 <b>Date Printed:</b> 11/16/2010
<b>Customer:</b> GLEN SCARBOROUGH 1120 MCKAY CIR. MONTGOMERY, LA 71454 US		<b>Return To:</b> GLEN SCARBOROUGH 1120 MCKAY CIR. MONTGOMERY, LA 71454 US
<b>Phone (H):</b> NN- <b>Phone (W):</b>		<b>Fax:</b> <b>Email:</b>

Reported	Problems Found
M114 - NO CORRESPONDENCE	M114 - NO CORRESPONDENCE

Repair information				
Material Description	Material Type	Bill Action	Discount	Qty Needed

Problem Notes					

Repairman KC	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date

Accessories Received
2 - With Stud