

BARBER - Kinzer PPS GAL RE 0013423

Remington Arms Co., Inc.
Product Service
Legal Case #:4619

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
197441	6/17/2010	6/23/2010	6/23/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Henry	Church	3746 Mountain View Rd.	North Wilkesboro	NC	28659		H 336-696-5538 F 336-696-2721 E churchjh@charter.net

Incident Information

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

Customer wrote on our repair form - He was shooting at ground hogs & on the 2nd round, he closed the bolt & the gun fired. No injury & no property damage. Washed the trigger out with lighter fluid. A piece of metal fell out. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/204 RUG	84369	G6768087	OC	7/8/2008 10:05:17 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
3/17/2010	ELLETT BROTHERS, LLC		Y			

CONCERN:FBC

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Hornady	V Max/40 gr	204 RUGER				
Concern	Other	Factory	Reload			
0:		Y	N			

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair @ n/c - warranty			Remington/700/CF/BA			
	Repair/Replacement Cost	Repair/Replacement Date				
	\$82.52	6/24/2010				

6/24/10: Per Fred S. - Could not duplicate concern. Replace TPA, check over, repair as needed @ n/c - warranty. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/23/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		22" 204 RUG VTR

Barrel	Date Code		OC
	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 XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2.5#
	Altered	True	PULL SCREW ONLY

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: RE00197441 Serial: G6768087 Model 700 Center Fire Caliber 204 RUGER Produced: 07/08/2008 Repairman: Dale Lewis
 Verify Repair Status: Repairing 6/23/2010 10:52:07 AM

Address Information

Customer: ☒ Received From: ☐ Return To: ☒ Received From: ☐
 Name: HENRY CHURCH HENRY CHURCH
 Address 1: 3746 MOUNTAIN VIEW ROAD 3746 MOUNTAIN VIEW ROAD
 Address 2: PO Box: PO Box:
 City: NORTH WILKESBORO NORTH WILKESBORO
 State: NC Zip Code: 28659 State: NC Zip Code: 28659 Country: US Country: US

FBI

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
6/17/2010 10:28	New	valentds	Repair Added	Repairing
6/21/2010 9:37:3	Expedite	pencerl	From: Check In	6/23/2010 10:52:07 AM
6/23/2010 8:43:1	Mainit	Travisbw	Repair Maintenance	System
6/23/2010 10:50	Estimate	lewistb	Estimate Update	Gallery
6/23/2010 10:52	Repairing	System	Immediate SAP Allocation	Repair Location
6/23/2010 3:05:0	Expedite	pencerl	From: Repair Bench	ILN
				Current Location
				ILN
				Transfer Number

Repair Search

Refresh

Close

suppl 6/23/2010 3:47 PM GPS NUM INS FCPL

start C:\Program Files\Microsoft Office\Office12\Word\Word.exe RE00197441 Arms Services Repair 2010 6/23/2010 3:46 PM

RECEIVED
 JUN 24 2010

BY:

4619

22"
Oct 7/08
2,54
010

Remington

Factory Repair Instructions

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

Model Number: 700 VTR 204	Serial Number: G6768087
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: J HENRY Church	Date of Purchase: 3/17/2010
Address (no PO Boxes): 3746 Mtn View Rd	
City: NORTH WILKESBORO	State: NC Zip: 28659
Phone (Daytime): 336-696-5538	Fax: 336-696-2721
E-mail Address: Church.JH@Charter.Net	
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem: See the yellow insert page. I shot a ground hog no problem. The next hog I bolted a shell to the chamber and it went off - I went home and Tom and I (unloaded) bolted it 4 or 5 times then it snapped. At this time we washed it out 20 times with lighter fluid - (Trigger Mech removed) before a small pic of steel shavings fell out. We had a terrible time with	
Ammunition Information: the grouping - sometime 1" apart other 2" apart	
Manufacturer: Hornady	Type: 40gr V-MAX
Other (i.e. bullet weight/type, shot size, powder):	

G6768087

Model: 700



RE00197441

Powder Weight:
Primer Used:
Reloader Used:

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:

could not duplicate concern.
Replace T&A, check over, again
as needed at M/c
warranty

How often do you lubricate the bore? (Months or Number of rounds) *when set up the scope after 100 shots then each days hunt*

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)

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

Comments: *I'm truly scared to use the 704 VTR*

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?

What were the services performed?

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

REMINGTON ARMS CO., INC
ATTN: Arms Service Division
14 Hoefler Ave
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 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.

We Took This gun from The Stock
And Check The TRIGGER for WT we
WAS looking for 2.5 lb on TRIGGER
We Set The TRIGGER AT 2.5 lbs, we
Snap The TRIGGER ON And empty Case
4-5 Times.

We Replaced The Stock And Shot A Box
And 1/2 no problem, The owner Shot At
A Ground Hog 1-Time The 2-Shot is The
One That went off.

Tom Lackey

P.S. I washed The TRIGGER out with
lighter fluid And That is when The metal
Came from The TRIGGER.

Thanks

SX - G-6768087