

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7862

## Case Information

| RE#           | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|---------------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 278194/282317 | 8/13/2012   | 8/20/2012       | 9/26/2012   |               |         |     |          |

## Customer Information

| Type     | Business      | First Name | Last Name     | Street             | City  | State | Zip   | Age | Contact |
|----------|---------------|------------|---------------|--------------------|-------|-------|-------|-----|---------|
| Reporter | Scheels Omaha |            | Scheels Omaha | 17202 Davenport St | Omaha | NE    | 68118 |     |         |

## Incident Information

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

8/28/12 Per note on SR, when cycling the bolt the firing pin will drop.cm

## Firearm Information

| Mfg.           | Type                | Model/Ga.      | SKU            | Serial   | Bbl. | DOM                   |
|----------------|---------------------|----------------|----------------|----------|------|-----------------------|
| Remington      | CF/BA               | 700/300 WIN MA | 27313          | S6781235 | XF   | 12/13/2011 3:29:45 PM |
| Date Purchased | Where Purchased     | Accessories    | Original Owner |          |      |                       |
|                | BILL HICKS & CO LTD |                | U              |          |      |                       |

CONCERNS: FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

| Settlement   | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|--|-------------------|--------------|---------------|-----------------|----------------|---------------|
| Per Ilion, to restore confidence, we will replace TPA, check and test at no charge |                   |              |               |                 |                |               |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| 133.28                  | 8/28/2012               |

8/28/12 Per Ilion, could not duplicate concern. As a gesture of goodwill, to restore confidence in rifle, we will replace TPA, check over and test at no charge.cm 9/26/12 Sent back to Ilion with a note stating when cycling the bolt the firing pin will drop. 2nd time in. Ilion was unable to duplicate the concern at the bench. they replaced the TPA, checked over, safety checked and test fired at no charge as goodwill under warranty.cm

Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code                        | Comment  |
|-------------|--------------|-----------------------------|--|
| Examination | Examiner     |                             | B. TRAVIS  |
|             | Exam Date    |                             | 8/20/2012  |
|             | Product Type |                             | RF   |
|             | Action Type  |                             | A  |
|             | Assigned To  |                             | T. NAGLE   |
| Cause       | 4038         | Could Not Duplicate Concern | CONS. RETURNED RIFLE R# 282317 FOR SAME CONCERN. I COULD NOT DUPLICATE AT BENCH, TRYING NUMEROUS TIMES. THE SEALANT ON TRIG PULL SCREW HAS BEEN REMOVED WHEN RECEIVED. WILL REPLACE TPA AGAIN. |
|             | Description  |                             | 26" 300 WM   |
|             | Date Code    |                             | XF   |

|              |                        |                            |            |
|--------------|------------------------|----------------------------|------------|
| Barrel       | 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            |                            | XMP SAFETY |
|              | Function               | Like new; Functioning      |            |
| Sear         | Lift                   | ---Select---               | .013"      |
|              | Notch                  | Slightly Worn; Functioning |            |
|              | Test Fired             | False                      |            |
| Feeding Test | Tests                  | False                      |            |
| Trigger      | Condition              | Slightly Worn; Functioning |            |
|              | Pull                   | ---Select---               | 4.5#       |
|              | Altered                | False                      |            |
|              | Sub-Assembly           | X-Mark Pro                 |            |

**Service Request****Remington Service**

PO Box 700

Madison, NC 27025-0700

www.Remington.com



Parts and Repairs: P:800-243-9700/F:336-548-7801

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete serv  
**THIS DOCUMENT WITH YOUR RETURN.**

**Service Request Number** SR00028001  
**Serial Number / Description** S6781235  
 Model 700

**Date of Request:**  
**Date Printed:**

**Customer:**

SCHEELS-OMAHA  
 17202 DAVENPORT ST

ATTN: ERIC  
 OMAHA, NE 68118 US

Email: eric.eshbach@hotmail.com

**Destination:**

Arms Services  
 14 Hoefler Ave  
 Ilion, NY 13357 US

Email:

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your fire repaired and returned. If not, you will be contacted with an estimate before work is performed.

**Reason For Return**

M240 - BOLT LOCK SAFETY MODIFICATION

**Service Request Section**

when cycling the bolt the firing pin will drop. 2nd time in. see RE00278194

Serial Number:

**S6781235****Model: 700****RE00282317**

| Qty<br>Needed | Warranty | Price |
|---------------|----------|-------|
|---------------|----------|-------|

**RECEIVED**  
 SEP 25 2012

BY:.....

UNABLE to duplicate concern  
 AT Bench, replace TPA, check  
 over, safety check + test fire  
 AT N/C  
 WARRANTY

# Service Request

7862  
Remington Service

PO Box 700

Madison, NC 27025-0700

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This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

261  
1003  
XF12/11  
4/5

|   |   |   |
|---|---|---|
| <b>Service Request Number</b><br>SR00025476   | <b>Serial Number / Description</b><br>S6781235<br>Model 700 RIFLE Caliber: 300            | <b>Date of Request:</b> 07/30/2012<br><b>Date Printed:</b> 07/30/2012 |
| <b>Customer:</b><br>SCHEELS-OMAHA<br>17202 DAVENPORT ST<br>ATTN: ERIC<br>OMAHA, NE 68118 US<br>Email: | <b>Destination:</b><br>Arms Services<br>14 Hoefer Ave<br>Ilion, NY 13357 US<br><br>Email: |   |

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

## Reason For Return

M176 - RETURNED FOR RECALL/UPDATE

## Service Request Section

when cycling the bolt the firing pin will drop.

## Parts And Service Details

| Material | Type | Description | Qty Needed | Warranty | Price | Disc | Amount |
|----------|------|-------------|------------|----------|-------|------|--------|
|----------|------|-------------|------------|----------|-------|------|--------|

Serial Number:

S6781235

Model: 700



RE00278194

RECEIVED  
AUG 22 2012

BY: \_\_\_\_\_

could not duplicate concern  
as a Good Will Gesture to restore  
confidence in rifle will replace TPA  
check over + test at N/C  
warranty

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

|                |        |
|----------------|--------|
| Sub Total:     | .00    |
| Est Sales Tax: | .00    |
| Grand Total:   | \$ .00 |







