

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8338

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
291141	12/3/2012	12/12/2012	12/12/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Gary	Behagg	111 Mims Rd	Sylvania	GA	30467		H 912-564-2088

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot 4-wheeler	Cause:4015 Improper Maintenance			
S	Concern:1025 Unexplained Discharge - No Mention of Safety Position		Unknown	
C				

12/12/12 Per message from CSR, Behagg says when the rifle went off it damaged his 4-wheeler.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/222 REM	n/a	6394346	XT	12/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	BELKNAP HDW. LOUISVILLE, KY.		U			

CONCERN:FOURWHEELER DAMAGED

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
Repair at 1/2 normal cost as goodwill						
Repair/Replacement Cost	Repair/Replacement Date					

12/13/12 Called Behagg and he said he was just joking when he mentioned the 4 wheeler and he has already approved the repair. Repairing at 1/2 normal cost as goodwill.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/12/2012
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4015	Improper Maintenance	BBL BRACKET IS OUT OF POSITION AND IS REPAIRABLE
Barrel	Description		24" 222 REM
	Date Code		XT
	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	SLUGGISH
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; Not Functioning	
	Stock Condition	Worn; Functioning	MARS SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY PARTS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



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

www.Remington.com

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.**

241  
XTR/  
44  
1000

<b>Service Request Number</b> ISR00033166	<b>Serial Number / Description</b> 6394346 Model 700222	<b>Date of Request:</b> 10/29/2012 <b>Date Printed:</b> 10/29/2012
<b>Customer:</b> GARY BEHAGG 111 MIMS ROAD SYLVANIA, GA 30467 US		<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US
<b>Email:</b>		<b>Email:</b>

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

M238 - CLEAN & INSPECT (SAFETY PROGRAM ONLY)

## Service Request Section

Serial Number:

6394346

Model: 700



RE00291141

RECEIVED  
DEC 13 2012

BY: .....

Qty Needed	Warranty	Price	Disc	Amount
------------	----------	-------	------	--------

BDC BRACKET out of position  
will straighten & check over at  
normal cost  
T.A. dirty & sticky parts  
work sluggish. Rep. TPA.  
clean & test fire under BLP  
for \$ 20.00 + ship.

Q

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

## frmREInquiry - Repair Inquiry

Repair Number: RE00291141

Serial: 6394346 Model 700 Center Fire Caliber: 222  
REM

Repairman: Charles Swanson

Verify Repair

Status: PartsHold 12/11/2012 4:16:31 PM

## ADDRESS INFORMATION

Customer		<input checked="" type="radio"/> Received from	Return To		<input type="radio"/> Received from
Name:	GARY BEHAGG				
Address 1:	111 MIMS ROAD				
Address 2:	PO Box:		PO Box:		
City:	SYLVANIA				
State:	GA	Zip Code:	30467	Country:	US

FFL: 01011900

Contact / Condition Problems Estimate History / Status Shipping / Billing

## Problems Reported

Code	Desc
M238	CLEAN & INSPECT (SAFETY ...

## Problems Found

Code	Desc
M240	BOLT LOCK SAFETY MODIFI...

## Repair Notes

MFD10/70 Qualify for program  
were we exchange T.P.A for a  
X Mark-Pro non adjustable  
clean test for 20\$ + shipping.

## Repairman's Comments

## CSR Comments

12/11/12 Alleging fourwheeler damaged. Need Product  
Service inspection.cm

Repair Search

Refresh

Close











