

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7429

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
259303	2/21/2012	2/22/2012	2/22/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Stanley	Belk	182 Joe Key Rd.	Parrish	AL	35580		H n/a

## Incident Information

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

SR# 12437 - Customer would like the trigger assembly replaced. Was sent in on RE# 256918 under the wrong code - consumer wanted trigger replaced before. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25955	G6256884	CW	4/23/2002 11:23:35 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR	TWO PIECE BASE	U			

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 - Replace TA @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46					

2/27/12: Per Ilion - 2nd time in. Could not duplicate concern. Replace TA, clean & test fire at n/c. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/22/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		CW
	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		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3.5#
	Altered	False	TRIG HAS BEEN SET BELOW SPECS
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

# 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.**

2211  
3.54  
1.00  
6/24/10

Service Request Number	Serial Number / Description	Date of Request:	02/10/2012
SR00012437	G6256884	Date Printed:	02/10/2012
Customer:		Destination:	
STANLEY BELK		Arms Services	
182 JOE KEY ROAD		14 Hoefler Ave	
PARRISH, AL 35580 US		Ilion, NY 13357 US	
Email:		Email:	

7429

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:  
M239 - REPLACE TRIGGER ASSEMBLY

Service Request Section:  
Consumer would like to have the trigger assembly replaced. Was sent in on RE0256918 under the wrong code consumer wanted trigger replaced before.

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:  
**G6256884**  
Model: **700**  
  
**RE00259303**

RECEIVED  
FEB 27 2012

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

Second time in  
could not duplicate concern.  
Replaced TPA, clean & test fire AT  
M/L

#230145

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

Dear Remington,

The trigger and safety assembly is defective in this rifle and requires replacement with the new and improved assembly that I have been informed of while on the phone with your representative. While deer hunting with this rifle in November 2011, the rifle discharged as the safety was being placed in the firing position. Thank God no one was hurt or killed. After this incident I no longer feel that the rifle is safe and will not use it until the trigger and safety assembly have been replaced with the new and improved assembly. Please replace this assembly and insure me that this Remington rifle is safe for me to use.

Stanley Belk







