

Remington Arms Co., Inc.
Product Service
Legal Case #:7311

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
255527	1/20/2012	1/23/2012	1/23/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Bowman	400 Travis St, Ste 1307	Shreveport	LA	71101		H 318-564-5648

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
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PI

PD

S Firing pin will fall when taking off safety

Cause:4054 As received Follows Down
Concern:1007 Fired on Safe Release

Unknown

C

2/8/12 Per note on SR, he purchased the rifle new online. He stated that when the firearm is taken off safe the firing pin will fall. He has not done any trigger work and the gun was purchased as NIB.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84467	S6721000	CF	4/23/2010 10:27:49 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	MT SPORTS, LLC	SCOPE BASE	U			

CONCERN: FSR

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, replace TPA, check over, test fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	50.01	2/8/2012				

2/8/12 Per Ilion, trigger no returning properly. Replace TPA, check over, test fire at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/23/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4054	As received Follows Down	TRIG NOT RETURNING UNDER SEAR PROPERLY
Barrel	Description		20" 308 WIN
	Date Code		CF
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; 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	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	False	40X TPA
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE 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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

70"
CFY
2
100

Service Request Number SR00008981	Serial Number / Description S6721000 Model 700 RIFLE Caliber: 308	Date of Request: 01/09/2012 Date Printed: 01/09/2012
Customer: JOHN BOWMAN 400 TRAVIS ST. SUITE 1307 SHREVEPORT, LA 71101 US Email: 318-564-5648		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:

7311

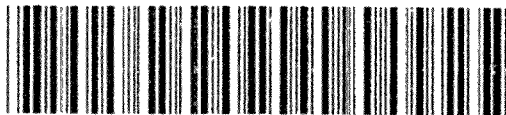
Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
"attn. Product Services" Purchased rifle new on line. Stated that when firearm is taken off safe, firing pin will fall. He has not done any trigger work and gun was purchased as NIB

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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S6721000
Model: 700



RE00255527

Trig. not returning properly.
Replm TPA, check over, test
Rine at H/C
warranty

RECEIVED
JAN 24 2012

BY: _____

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



