

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7992

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 284011 | 10/1/2012   | 10/3/2012       | 10/3/2012   |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street        | City       | State | Zip   | Age | Contact                                        |
|----------|----------|------------|-----------|---------------|------------|-------|-------|-----|------------------------------------------------|
| Incident |          | Neal       | Whitehead | 148 Turner Rd | Crossville | TN    | 38555 |     | H 769-203-0056<br>E newwhitehead2010@gmail.com |

## Incident Information

| Claims | Codes                                        | Repair Est. | Medical Treatment | Medical Status |
|--------|----------------------------------------------|-------------|-------------------|----------------|
| PI     |                                              |             |                   |                |
| PD     | Cause:4006 Altered Adjustments or Components |             | Unknown           |                |
| S FSR  | Concern:1007 Fired on Safe Release           |             |                   |                |
| C      |                                              |             |                   |                |

SR# 29765 - Customer stated rifle fired when safety was taken off. No injury or property damage. df

## Firearm Information

| Mfg.           | Type            | Model/Ga.      | SKU            | Serial   | BbL | DOM       |
|----------------|-----------------|----------------|----------------|----------|-----|-----------|
| Remington      | CF/BA           | 700/7MM REM MA | 25777          | E6217080 | BQ  | 1/18/1996 |
| Date Purchased | Where Purchased | Accessories    | Original Owner |          |     |           |
|                | ELLETT BROTHERS |                | 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 - Quote to repair @ a discount |                         |                         |               |                 |                |               |
|                                          | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |

10/5/12: Per Ilion - Could not duplicate concern. TA dirty & rusty. Set screws altered. Replace TA, clean & test at 1/2 normal cost - quote. Customer apprvd quote & paid on 10/4/12. df

## Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                              | Comment          |
|-------------|------------------------|-----------------------------------|------------------|
| Examination | Examiner               |                                   | B.TRAVIS         |
|             | Exam Date              |                                   | 10/3/2012        |
|             | Product Type           |                                   | RF               |
|             | Action Type            |                                   | A                |
|             | Assigned To            |                                   | T.NAGLE          |
| Cause       | 4006                   | Altered Adjustments or Components | POOR MAINTENENCE |
| Barrel      | Description            |                                   | 24" 7MM REM MAG  |
|             | Date Code              |                                   | BQ               |
|             | Bore Plugged           | False                             |                  |
|             | Bulged                 | False                             |                  |
|             | Fired                  | False                             |                  |
|             | Fired while Obstructed |                                   |                  |
|             | Muzzle/Crown Condition | Slightly Worn; Functioning        |                  |
|             | Firing Pin             | Slightly Worn; Functioning        |                  |

|              |                    |                                |                    |
|--------------|--------------------|--------------------------------|--------------------|
| Bolt         | Shroud             | Slightly Worn; Functioning     |                    |
|              | Face               | Slightly Worn; Functioning     | BRASS WASH,FILINGS |
|              | Handle             | Slightly Worn; Functioning     |                    |
|              | Stop               | Slightly Worn; Not Functioning | BINDS              |
| 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 | Worn; Functioning              | METAL DIRTY,RUSTY  |
|              | Stock Condition    | Worn; Functioning              |                    |
|              | Fore End Condition | ---Select---                   |                    |
| Receiver     | Condition          | Slightly Worn; Functioning     |                    |
|              | Bulged             | False                          |                    |
| Safety       | Description        |                                | STANDARD SAFETY    |
|              | Function           | Like new; Functioning          |                    |
|              | Sub-Assembly       | Non-ISS                        |                    |
| Scar         | Lift               | ---Select---                   | .009               |
|              | Notch              | Slightly Worn; Functioning     |                    |
|              | Tests              | Test Fired                     | False              |
| Feeding Test |                    | False                          |                    |
| Trigger      | Condition          | Slightly Worn; Functioning     | DIRTY,RUSTY        |
|              | Pull               | ---Select---                   | 5#                 |
|              | Altered            | True                           | SET SCREWS ALTERED |
|              | Sub-Assembly       | M/700 Non-Bolt Lock            |                    |

Madison NC 27025-0700

Parts and Repairs P.500-243-9700 F.336-549-7801

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**

24"  
BQ1/9  
\$  
.000

Service Request Number  
SR00029765

Serial Number / Description  
E62170S0  
Model

77992

Date of Request: 09/21/2012  
Date Printed: 09/21/2012

Customer:  
NEAL WHITEHEAD  
148 TURNER RD  
CROSSVILLE TN 38555 US

Destination:  
Arms Services  
14 Hoefler Ave  
Llano, NY 13357 US

Email: newwhitehead2010@gmail.com

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  
M992 - ACC FIRE

Service Request Section  
Fired when safety was taken off. No injury or property damage.

Serial Number: E6217080  
Model: 700  
Barcode: RE00284011  
On Needed Warranty Price Disc Amount

RECEIVED  
CCT 05 2012

FSR  
NH. P8j

could not duplicate CONCERN  
T.P. dirty + rusty. Set screws  
altered. Replace TPA, clean  
TOSS AT 1/2 NORM M/L cost.

Quote

THIS IS NOT AN INVOICE This is a pre-estimate to repair, recondition, or replace the

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





