

Remington Arms Co., Inc.
Product Service
Legal Case #:8761

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
306504	4/1/2013	4/2/2013	4/2/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Keith	Callcar	200 Case Rd	Sayre	PA	18840		
Reporter	Wrights Sporting Goods		Wrights Sportin	95 Ellistown Rd	Waverly	NY	14892		W 607-565-9533

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Fired when closing bolt	Concern:1008 Fired on Bolt Closing		
C				

4/3/13 Per note on SR, consumer states that the gun misfires. Has went off when setting it down. Will go off when he pulls the bolt up then back down.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	25614	C6370179	CJ	4/10/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY'S SPORT CENTER INC.		U			

CONCERN: 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
Replace TPA, clean and test at 1/2 normal cost						
Repair/Replacement Cost	Repair/Replacement Date					

4/3/13 Per Ilion, trigger assm has a dried and sticky lube residue causing parts to work sluggish. Replace TPA, clean and test at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/2/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		20" 243 WIN
	Date Code		CJ
	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; 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	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY PARTS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	5#
	Altered	False	FACTORY SEALANT PRESENT
	Sub-Assembly	M/700 Non-Bolt Lock	

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 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.**

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Service Request Number SR00048447	Serial Number / Description C6370179 Model 700 RIFLE Caliber: 243	Date of Request: 03/20/2013 Date Printed: 03/20/2013
Customer: KEITH CALLEAR 200 CASE RAD SAYRE, PA 18840 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email:	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 M240 - BOLT LOCK SAFETY MODIFICATION		
Service Request Section CONSUMER STATES THAT THE GUN MISS FIRES. HAS WENT OFF WHEN SETTING IT DOWN. WILL GO OFF WHEN HE PULLS THE BOLT UP THEN BACK DOWN.		
Parts And Service Details		
Material	Type	Description
		Qty Needed
		Warranty
		Price Disc Amount
<div><div><div>Serial Number: C6370179 Model: 700</div><div></div><div>RE00306504</div></div><div><div>RECEIVED APR - 3 2013</div><div>BY: _____</div><div>T.A. has a dried + sticky lube residue causing parts to work sluggish. Rep. TPA, clean + test at 1/2 normal cost.</div><div>Q</div></div></div>		
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







