



Customer Service Data Entry



File Number:	9228	Arms Service number:	9705368		
Last Name:	TOWNSEND	First Name:	MIKE		
Street:	RT 4 BOX 955	City:	ELIZABETHTON		
State:	TN	Zip:	37643		
Home Ph:	423-542-8450	Work Ph:			
Product Type:	F	F A T O			
Type Concern:	S	PI PD P S C	Concern Code:	1028	
Concern:	FIRED WITH SAFE ON				
Cause Code:	4006	Cause:	ALTERED ADJUSTMENTS		
Assigned To:	KAST	Classification:	UNJ	UNJ UNC UND J	
Settlement Detail:	REPAIR SPCL PRICE	Settlement Amount:	\$0.00		
Date Opened Rem:	3/7/97	Date Opened by P/S:	3/10/97	Caliber:	243
Date of Incident:	11/1/96	Date Closed:	3/10/97	Bullet Weight:	
Date to Analysis:		Date from Analysis:		Manufacturer:	REM
Model:	700	Serial:	E6810311	Date Code:	CP
Date Mfgd:	4/1/95	RAMAC:	700	Litigation:	☐
PreLitigation:	☐	Obsolete:	☐	Custody:	
Comments:					
Time of Modification:	8:02:26 AM	Date of Modification:	3/10/97		

Form View

FLTR

CAPS NUM

RECEIVING AND ESTIMATING REPORT

COMMENT'S

ORDER

R 97-05968

ATTN JACK KAST

INITIAL CUSTOMER ORDER NO.

JJM

DATE RECEIVED

DATE OPENED

DATE CODE

SERIAL NUMBER

NEW SERIAL NUMBER

MODEL AND GRADE

03/06/97

03/07/97

CP 4-95

E6810311

700 243

ADL/SNY

ACCESSORIES

W/STUDS

FROM:

SHIP TO:

TOWNSEND, MIKE
RT 4 BOX 955
ELIZABETHTON

TN 37643

TOWNSEND, MIKE
RT 4 BOX 955
ELIZABETHTONTN
37643

CUST NO: 163620 C.O.D.L

ACCOUNT NUMBER

ACCOUNT NUMBER N/C

WRITE ☐

PROM. DATE

ESTIMATED

VIA

UPS

GUN CONDITION

- ☒ NEW
☐ LIGHTLY WORN
☐ WORN
☐ VERY WORN
☐ UNREPAIRABLE
☐ MARRED

REPAIR CHARGE

EXCISE

TAX

INSURANCE

UPS

PARCEL POST

TOTAL

38.00

CUSTOMER CONCERN

AMMO

FUNCTION

FINISH

ACCURACY

FIT

INSPECT

Total

CYCLE

A1

B1

TRIGGER GROUP

B2

BOLT ASSY.

B3

BARREL ASSY.

B4

REC. ASSY.

B5

WOOD

C1

D3

E5

F5

METAL

C2

MAIN FAULT

Unable to duplicate customer concern as rec'd. Both trigger
pounds pull and sear engagement screws have been
altered outside of the factory. Exchange trigger assy at
a spec. price strictly as a gesture of good will.

PARTS

COMMENTS

Trigger Assy

Trigger pull 1 1/2 to 2 LBS as rec'd.

Sear engagement under min spec.

REPAIRMAN

PROOF

CLEAN

TEST

TARGET

PATTERN

GALLERY TESTER

DATE

DATE

DATE

DATE

DATE

OFFICE COPY

RD6925 REV. 11/96

PS 34906

Dear Jack Kart
I have called since
you are about this
gun, it was bought
at Wal Mart Johnson
City Tenn, it cost
\$319.00 + TAX

When you bolt
it down easy, it
has fired twice
with safety on
Almost shot a 10
year old kid, if I
had it had the gun
pointed up, you also
have to finger
the shells around
to get them in
chamber

I don't want this
gun back, its dangerous

Send me a Reply
on your ~~or~~ Decision
Thanks For your
Support in this
matter

Mike Townsend
Rt 4 Box 955
Elizabethton
Tennessee 37643
1-423 542-2450

I am 42 years old
I have had Guns
For 35 years most of
them Remingtons, no
problem with them
until now

I want my money
Back plus ~~the~~ TAX

OR 243 BDL 22"
barrel Walnut stock
with Drop Point or
Automatic, For my
trouble, I had a scope
on this gun, if I
get another gun make
sure its Bored & Target
for scope

I am not trying to
get ~~something~~ a better
gun I want satisfaction