

Remington Arms Co., Inc.
Product Service
Legal Case #:10219

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
343294	4/14/2014	4/15/2014	4/15/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jerry	Hansen	1166 Caysie Circle	Idaho Falls	ID	83401		H (208) 520-0820 E allhansenboys@hotmail.com

Incident Information

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

Per note on repair, "Consumer states firearm discharges when taken off safe." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM08 REM	85409	G6972160	KE	5/28/2010 12:37:09 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	C-A-L- RANCH STORES	TWO PIECE BASE,RINGS,SCOPE	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	Cash Date
					APV	APV

Per Ilion,
replace trigger,
check over and
test fire at no
charge

Repair/Replacement Cost	Repair/Replacement Date

4/16/14: Per Ilion, "action dirty and rusty. Replace trigger assembly, check over and test fire at no charge good-will to restore confidence in rifle." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/15/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 7MM08 REM
	Date Code		KE
	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	ACTION VERY DIRTY AND RUSTY
	Stock Condition		

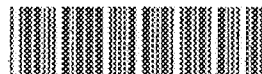
		Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new: Functioning	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY SEAR SPR OUT OF POSITION
	Pull	---Select---	4.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	

Service Request

Remington

PO Box 700

Madison, NC 27025-0700



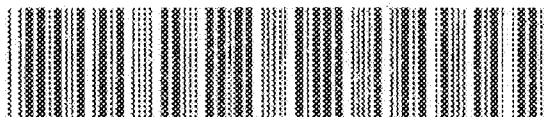
Parts and Repairs: P:800-243-9700/F:336-548-7801 www.remington.com

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.**

Service Request Number 43685	Serial Number / Description G6972160 700 ADL SYN CMPT 7MM-08 REM 20" W/SCOPE	Date of Request: 04/07/2014 Date Printed: 04/07/2014
Customer: JERRY HANSEN 1166 CAYSIE CIRCLE IDAHO FALLS ID 83401 US Email: allhansenboys@HOTMAIL.COM		Destination: ARM Services 14 Hoefler Ave Bloom NY 13357 US 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 this is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.		
Reason for Return A_U009 - SAFETY DETENT SPRING INSPECTION / REPLAC B_U007 - REPLACE TRIGGER ASSEMBLY		

Serial Number: G6972160

Model: 700



RE00343294

RECEIVE

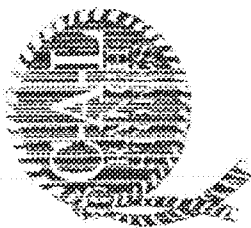
APR 16 2014

BY: _____

could not ship. concern.
per. dirty & rusty. Rep. T.A.
check over & test at H/C to
restore carb. in rifle

260974

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 the item(s) are under warranty we will repair and return them. If the item(s) are not under warranty, you will be contacted with an estimate before work is performed. **Exception:** Estimates of \$75 or less will be serviced and returned via C.O.D. (cash on delivery) without notification, unless quote for all work is stated in the correspondence received.



C-A-L Ranch Stores
665 E. Anderson St.
Idaho Falls, ID 83401
(208) 523-3433

HANSEN
IDAHO FALLS IDAHO 83401

16971-0200 RIFLE COMPACT 7MM-08 COMBO ADL
3 16 3 379.99 * 759.98TAX
3 099/2170 CM 1138 N
3 099/2180 CM 1138 N
40 8 1492.75

16971-0200 RIFLE COMPACT 7MM-08 COMBO ADL	759.98
3 16 3 379.99 *	45.60
3 099/2170 CM 1138 N	
3 099/2180 CM 1138 N	
40 8 1492.75	
Subtotal	805.58
Tax	820.00
Total	
CASH	

Charge 14.42

THANK YOU FOR SHOPPING AT C-A-L RANCH!

YOU SAVE \$1.00 TODAY !!

Merchandise in original condition and
in factory packaging may be returned
or exchanged before 12/31/10
with your receipt. Our ammo licenses
and special orders are non-refundable.
Warranty items may require special
handling. Refunds greater than \$100
must be sent from the corporate office.



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