

Remington Arms Co., Inc.

Product Service

Legal Case #:10779

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
469896	10/3/2014	10/6/2014					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Paul	Renkas	2819 Berkshire Drive	Waukesha	WI	53188		H (262) 542-9461

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Accidental Discharges	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

Service Request# 179111 - Customer wrote on paperwork - "My x-mark trigger will not hold 4.5 lbs. It varies as I shoot. I have had 4 accidental discharges (video recorded) and documented in our training records at our department". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl. DOM
Remington	CF/BA	700/308 WIN	n/a	D6251282	
Date Purchased	Where Purchased	Accessories	Original Owner		
	FABER BROS INC	SCOPE BASE	U		

CONCERN:ACCIDENTAL DISCHARGES

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
	Repair/Replacement Cost	Repair/Replacement Date				

10/6/14: Per Ilion - Could not duplicate. Aftermarket barrel, no stamp on receiver. df 10/29/14: Emailed Ilion to see if we could change out the TA & return the rifle. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/6/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	HAS AFT MKT BBL WITH NO MARKINGS,CALIBER UNKNOWN,REC HAS SER# ROLL ONLY
Barrel	Description		20" SS
	Date Code		
	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	---Select---	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	

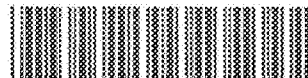
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	XMP SAFETY	
	Function	Like new; Functioning	
	Lift	---Select---	.012
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning	
Trigger	Pull	---Select---	5.5#
	Altered	True SEALANT CHANGED ON TRIG PULL SCREW	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		SCOPE BASE

Service Request

Remington

PO Box 700

Madison, NC 27025-0700



204
L 2/9
557
012

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 179111	Serial Number / Description D6252182 700 POICE-DM 308 WIN 26"	Date of Request: 09/19/2014 Date Printed: 09/19/2014
Customer: PAUL RENKA 2819 Berkshire Drive Waukesha WI 53188 US Email:		Destination: RAC XMP 187 Riverside Industrial Park Drive Little Falls NY 13365 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_U030 - Trigger Update - XMP		

MY X MARK TRIGGER WILL NOT HOLD 4.5183

IT VARIES AS I SHOOT.

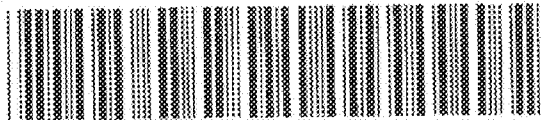
I HAVE HAD 4 ACCIDENTAL DISCHARGES (VIDEO RECORDED)

AND DOCUMENTED IN OUR TRAINING RECORDS
AT OUR DEPARTMENT

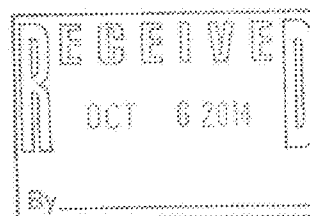
TAG: LE

D6252182

Model: 700



RE00469896



Could not duplicate
Aft met bbl no stamp
on Rec

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.









