

Remington Arms Co., Inc.
Product Service
Legal Case #:1984

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
138823	1/11/2008	1/14/2008	1/14/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Mid Tenn Leather sales	Mid Tenn Leathe		873 Gourdneck Rd NW	Tulahoma	TN	37388		W 931-455-0192

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance			
S	accidental discharge	Concern:1025 Unexplained Discharge - No Mention of Safety Position	Unknown	
C				
accidental discharge.lw				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/220 SWIFT	29683	D6843872	BP	1/12/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT CENTER INC	TWO PIECE SCOPE BASE	U			
CONCERN:ACCIDENTAL DISCHARGE						

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 TA at discount						
	Repair/Replacement Cost	Repair/Replacement Date				
quote sent to replace TA at discount.lw						

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/14/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 220 SWIFT HB
	Date Code		BP
	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	STICKING
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	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.018
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

Address Information

FFEL - 1

Repair Search

Refresh

Close

1984

Pence, Ron L.

From: Poindexter, Jonsie
 Sent: Thursday, December 27, 2007 9:13 AM
 To: Pence, Ron L.
 Cc: Mitchell, Christy
 Subject: repair 138823

.018
 BP 1/95
 4.5#
 26"

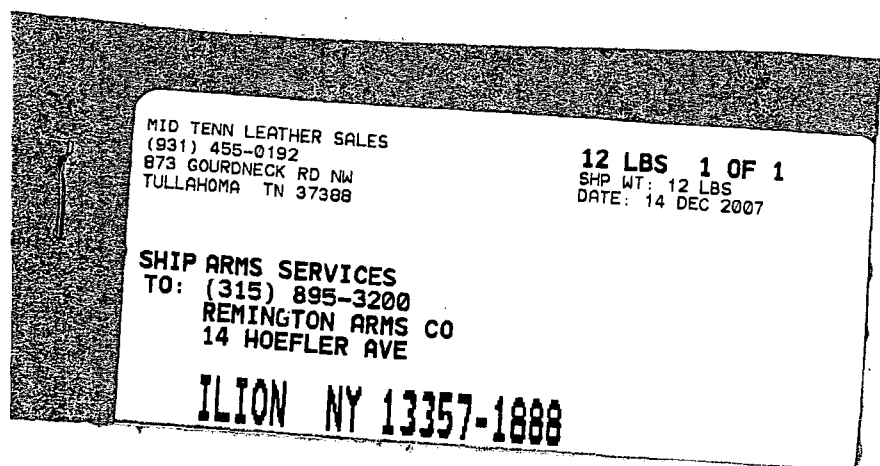
Consumer just called in about status. "No correspondence" was listed on repair. The problem with the firearm is that he experienced an accidental discharge. Notes are on repair.

Jonsie Poindexter

Consumer Service Representative
 Remington Arms Co.
 P.O. Box 700
 870 Remington Drive
 Madison, NC 27025
 800-243-9700, ext .8771
 jonsie.poindexter@remington.com

could not duplicate concern
 mag - dirty/sticky. replace
 TPA at 1/2 normal charges.
 check oven, clean.

Quote



Serial Number:

D6843872

Model: 700



RE00138823

1/3/2008