

Remington Arms Co., Inc.
Product Service
Legal Case #:3896

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
178500	10/27/2009	10/28/2009	10/28/2009				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		John	Thibodeau	905 Oak St.	Conway	SC	29526		H 893-385-3260

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4038 Could Not Duplicate Concern		Unknown	
C	Gun fired when bolt was closed			

Customer reported: While loading gun - when the bolt was pushed forward - it fired. The bolt also gets caught on the ammunition in the clip when pulling the bolt back to load. Gun has only been fired 10 times. Bolt has been difficult to move from its locked position. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	715/243 WIN	85807	71442427	CC	4/18/2008 12:51:39 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
9/5/2009	HENRYS TACKLE LLC		Y			

CONCERN:FBC

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Winchester	/100 gr	243 WIN				
Concern	Other	Factory	Reload			
0:		Y	N			

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair under warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$109.16	10/29/2009				

10/29/09: Per Fred S. - Could not duplicate concern. Replace trigger assembly, check over, clean under warranty. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/28/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		20" 243 WIN
	Date Code		CC

Barrel	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---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
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/715 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	

3896

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: <u>Model 715</u>		Serial Number:	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>John Thibodeau</u>		Date of Purchase: <u>Sept 5 09</u> or within a day or 2	
Address (no PO Boxes): <u>905 Oak St.</u>			
City: <u>Conway</u>		State: <u>SC</u>	Zip: <u>29526</u>
Phone (Daytime): <u>(843) 385-3260</u>		Fax: <u></u>	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: <u>While loading gun, when the bolt was pushed forward it fired. The bolt wasn't locked it was pushed forward. The bolt also gets caught on the ammunition in the clip when pulling the bolt back to load. The gun has only been fired ten times. The bolt has also been difficult to move from it's locked position.</u>			
Ammunition Information:			
Manufacturer: <u>Winchester</u>		Type:	
Other (i.e. bullet weight/type, shot size, powder): <u>100 gr.</u>			
Handload Information: <u>None</u>			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication): <u>Never been cleaned, brand new gun</u>			
Brand of cleaning solution used:			
How often do you clean the bore? (Months or Number of rounds)			
How often do you clean the action? (Months or Number of rounds)			
How often do you clean the trigger assembly? (Months or Number of rounds)			
Brand of lubricant used:			

4#
20"
ccy/08

How often do you lubricate the bore? (Months or Number of rounds)

How often do you lubricate the action? (Months or Number of rounds)

How often do you lubricate the trigger assembly? (Months or Number of rounds)

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☒ YES ☐ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?

What were the services performed?

Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

ATTN: Arms Service Division

fler Ave

Y 13357

Serial Number:

71442427

Model: **715**



RE00178500

IN YOUR FIREARM OR IN THE SAME BOX WITH THE
IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE
NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

ing it.
image in shipping and handling. Preferably,
be returned.)
loss or damage.
de the box. Shipments without a proper

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.

could not duplicate concern.
replace TPA, check over, clean
to restore confidence in rifle.

#230145

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Number:	RE00178500	Serial: 71442427 Model 715 Center Fire Caliber:	Repairman:	Charles Swanson
Verify Repair:		243 WIN Produced: 04/18/2008	Status:	Repairing 10/28/2009 10:18:06 AM

Customer: <input checked="" type="checkbox"/> Received From Name: JOHN THIBODEAU Address 1: 905 OAK STREET Address 2: <input type="text"/> PO Box: <input type="text"/> City: CONWAY State: SC Zip Code: 29526 Country: US	Return To: <input checked="" type="checkbox"/> Received From Name: JOHN THIBODEAU Address 1: 905 OAK STREET Address 2: <input type="text"/> PO Box: <input type="text"/> City: CONWAY State: SC Zip Code: 29526 Country: US
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Contact / Condition		Problems		Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2		Current Status
10/26/2009 1:46	Expedite	pencil	From: Check In	To: Repair Bench	<input type="checkbox"/> Shipping Hold	Repairing
10/27/2009 9:56	Estimate	swansorch	Estimate Update	Status: Estimating	<input type="checkbox"/> Interface Hold	10/28/2009 10:18:05 AM
10/28/2009 6:13	Maint	Travisbw	Repair Maintenance	Status: Repairing	<input type="checkbox"/> Estimate Sent	System
10/28/2009 10:07	Estimate	swansorch	Estimate Update	Status: Repairing	<input checked="" type="checkbox"/> Parts Received	Repair Bench
10/28/2009 10:08	Estimate	swansorch	Estimate Update	Status: PartsHold	<input type="checkbox"/> Passed Inspection	Repair Location ILN
10/28/2009 10:11	Repairing	System	Immediate SAP Allocation		<input type="checkbox"/> Return As Received	Current Location ILN
10/28/2009 10:11	Estimate	swansorch	Estimate Update	Status: PartsHold	<input type="checkbox"/> Has been Approved	Transfer Number
10/28/2009 10:11	Repairing	System	Immediate SAP Allocation		<input type="checkbox"/> Internal Repair	

Close