

Remington Arms Co., Inc.
Product Service
Legal Case #:6438

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
237520	8/9/2011	8/10/2011	8/10/2011	7/16/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Gary	Ahlschlager	8602 Parmer Ct	Houston	TX	77064		H 713-894-7424 E gary_ahlschlager@hotmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when bolt closed	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing		Unknown
C				

8/17/11 Per note with rifle, gun fired when bolt closed on 7/16/11. He wants the safety modification and wants to upgrade to X-Mark Pro. Also wants it checked for accuracy, it is not accurate for him.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	20000	A6765143	KV	5/21/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	WM VAN HOOGEN SAN ANTONIO TX	SCOPE BASE,BOTTOM HALF RINGS,MUZZLE BRAKE	U			

CONCERN: FBC

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	CL /150					
Concern	Other	Factory	Reload			
0:		Y	N			

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
Per Ilion, replace TPA, clean, test fire under BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	45.40	8/17/2011				

8/17/11 Per Ilion, could not duplicate concern. Trigger assm dirty. Replace TPA, clean, test fire under BLSM program price of \$20 + shipping.cm

Examination[Remington/CF/BA]

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6438&Type=Case>

8/17/2011

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/10/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG, W/AFT MKT MB
	Date Code		KV
	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	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	---Select---	.011
		Slightly Worn;	

Sear	Notch	Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	--Select--	4.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF RINGS,MUZZLE BRAKE

Print

Reset

24"
XV 5/7
4.5"
0.01

6438

Model Number: 700		Serial Number: A6765143	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Gary Ahlschlager		Date of Purchase: ~1985	
Address (no PO Boxes): 8602 Farmer Ct			
City: Houston		State: TX	Zip: 77064
Phone (Daytime): 713 894 7424		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) gary_ahlschlager@hotmail.com			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
① Gun fired when bolt closed 7-16-2011			
② Safety Modification program			
③ Can trigger be up-graded to X-Mark Pro?			
④ Do Not ship COD. Will pay in advance.			
500 characters left (713) 894 7424 Gary			
Anonymous Information: ⑤ Gun is not accurate. Is lug tight or??			
Manufacturer: Remington		Type: Core Lock	
Other (i.e. bullet weight/type, shot size, powder): 150 gr core lock			

Serial
Number:

A6765143

Model: 700



RE00237520

Powder Weight: \$20.00 + ship

Primer Used: Quake

Reloader Used:

RECEIVED

AUG 15 2011

BY:

BY:

could not duplicate concern.
T.A. dirty. replace TAA, clean
test fire under SCP Ron

Brand of cleaning solution used:	<i>Hoppe</i>
How often do you clean the bore? (Months or Number of rounds)	<i>2X year</i>
How often do you clean the action? (Months or Number of rounds)	<i>4X year</i>
How often do you clean the trigger assembly? (Months or Number of rounds)	<i>0</i>
Brand of lubricant used:	<i>Hoppe</i>
How often do you lubricate the bore? (Months or Number of rounds)	<i>2X</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>4X</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>0</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) <i>never</i>	
What were the services performed?) <i>—</i>	
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<p>WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a</p>	

proper

return address will be refused.

:: 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. We process checks electronically through Check21.

Ship to :

Gary Ahlschlager

8602 Parmer Ct

Houston TX 77064





