

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7010

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
248017	12/6/2011	12/7/2011	12/7/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rex	Cook	12673 North Oakhaven Dr	Camby	IN	46113		E rex.cook@moorevilleschools.org

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1070	Unknown Claim	Unknown	
C				

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	26263	T6239198	DR	9/11/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		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 APV	Cash Date APV
Repair no charge as gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	61.21	1/10/2012				

12/26/11 Per Ilion, could not duplicate concern. Trigger assm dirty, sticky parts work sluggish. Replace TPA, clean and test fire at 1/2 normal cost.cm On 1/5/12 Mark Johnson marked the repair to be no charge as a gesture of goodwill.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	

Barrel	Description		24" 7MM REM MAG SS
	Date Code		DR
	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		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY.PARTS WORK SLUGGISH
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Madison, NC 27025-0700

Parts and Repairs: P:800-243-9700 F:336-348-7801

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.**

24"  
DR 9/9,  
5#  
010

Service Request Number Serial Number / Description  
SR00003372 E6239198

7010

Date of Request: 11/09/2011  
Date Printed: 11/09/2011

Customer:  
REX COOK  
12673 NORTH OAKHAVEN DRIVE  
CAMBY, IN 46113 US

Destination:  
Arms Services  
14 Hoeffer Ave  
Ilion, NY 13357 US

Email: rex.cook@moorevilleschools.org

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 it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return  
M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY

#### Service Request Section

#### Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number: T6239198  
Model: 700

Date



RE00248017

could not duplicate concern  
T, R. Dirty & Sticky parts work  
Suggests Replace TPA, clean &  
Test Fire at 1/2 normal cost

Quote

ECET

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

DEC 13 2011

Sub Total: \$0.00  
Est Sales Tax: \$0.00

Grand Total: \$0.00

The Model 700 that is in this box has a firing problem. This gun has never had a round chambered. It set in my gun safe for several years before I got it out last week and was going to mount a scope on it. When I worked the action and moved the safety to fire it immediately released the firing pin. The gun did this several times in a row. Maybe 10 to 15 times. It finely reached a point that I could move the safety from safe to fire and the pin would hold. Twice I was able to release the pin while the safety was in the firing position by moving the bole a little. Since that time I have not been able to produce these actions. There was definitely something wrong at that time but not sure what it was. This is a great gun. I just want to be sure that it is safe and working properly. Thank you for your time.

Rex Cook



IT6239198

Model 700



REC0248017





