

Remington Arms Co., Inc.
Product Service
Legal Case #:7510

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
262443	3/20/2012	3/21/2012	3/21/2012	2/11/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jarrett	Wagner	144 Patricia Dr.	Beaver Falls	PA	15010		H 724-417-1940

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

SR# 14342 - Reason for Return: Trigger. Service Request Section: Going from safe to fire the gun fired. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	85351	G6681222	WB	8/16/2007 5:50:21 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	DICK S SPORTING GOODS		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
Per Ilion - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

3/26/12: Per Ilion - Trigger pull set below min. specs. Trigger not returning properly. Can offer to replace TA, check over & test fire @ 1/2 normal cost. df 4/3/12: Customer paid quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/21/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 223 REM VTR
	Date Code		WB
	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		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	X-Mark Pro	

7510

26 11
WB8/07
Z#
1010

March 14, 2012

Dear Remington Technician:

I wanted to give you a brief explanation of the issue with this firearm. On the morning of February 11, 2012, I was coyote hunting and had a coyote coming in. When I flipped the safety from safe to fire, the firearm discharged. I immediately unloaded the firearm to see if I could get it to do it again, and it did...multiple times. So I stopped hunting and took it home. It was approximately 15 degrees Fahrenheit that morning. After the rifle warmed up to room temperature (approximately 70 degrees Fahrenheit), it would no longer fire when moving from safe to fire. So I took the stock off, sprayed some break-free in the trigger mechanism, put the stock back on and set it outside for several hours. I had the same issue in the cold again...would discharge when moving from safe to fire. I then called to send the rifle in to Remington. At room temperature, I notice a large variance in the trigger pull...sometimes ounces all the way up to just under four pounds. I prefer a consistent three pound trigger pull. I hope this can be achieved with this quality of rifle.

Thank you very much.

Jarrett Wagner

144 Patricia Drive

Beaver Falls, PA 15010

724-417-1940

Serial
Number:

G6681222

Model: 700



RE00262443

Trig. pull set below min specs.
Trig. not returning properly.
can offer to replace TPA check
over + rest at 1/2 normal cost

Quote
RECEIVED
MAR 26 2012

BY:.....

Service Request

PO BOX 700
Madison, NC 27025-0700



Parts and Repairs: P:800-243-9700 F:336-548-7501 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 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	Serial Number / Description	Date of Request
SR00014342	G66S1222	03/02/2012
	Model 700 RIFLE Caliber: 223	Date Printed 03/02/2012
Customer:	Destination:	
JARRETT WAGNER	Arms Services	
144 PATRICIA DR	14 Hoefler Ave	
BEAVER FALLS, PA 15010 US	Ilion, NY 13357 US	
Email: jwagnerz@yahoo.com	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 returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M994 - TRIGGER

Service Request Section
Went going from safety to fire the gun fired.

Parts And Service Details			
Material	Type	Description	Qty Needed
			Warranty
			Price Disc Amount
			Sub Total: .00
			Est Sales Tax: .00
			Grand Total: \$.00

[724] 770-5081

LAYAWAY 328 003 52615 11-06-07
SALE 0792 06:15 PM

ACCOUNT # : 328001855

LAYAWAY CUSTOMER
JARRETT WAGNER
354 FRIENDSHIP RD
BLISSER FALLS PA 15010
1717-117-1940

*700 SF JARRET WAGNER
04/70055512 479.98
CURRENT: 11.99
SALE NEW \$479.98 11.01
CUSTOMER ID: 294608559699

1 ITEMS	SUBTOTAL	479.98
	TOTAL TAX	28.50
	TOTAL	\$508.48

PAYMENT SCHEDULE

	DATE	AMOUNT
PAYMENT 1	11/21/07	101.77
PAYMENT 2	12/06/07	101.77
PAYMENT 3	12/21/07	101.77
PAYMENT 4	01/05/08	101.77
	BALANCE DUE	407.02

REGULAR PRICE 549.99
YOU SAVED \$40.01

TO AVOID LAYAWAY CALL 770-5081
OR 1-800-850-8501 BEFORE PAYMENT DATE

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Register for eCard Rewards Account at
www.dicks-sportinggoods.com

Take an online customer survey at
dicksgoods.com/feedback
to receive next purchase of \$50
must be completed within
15 hours of store visit



