

Remington Arms Co., Inc.
Product Service
Legal Case #.7036

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
255293	1/20/2012	12/12/2011	1/23/2012	12/5/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Brasser	11 Crossett Rd	Geneseo	NY	14454		H 585-704-1974 E SAINTJB@ROCHESTER.RR.COM

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

12/12/11: Customer called in. He stated he had a FSR. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	347004	KR	5/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

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 under BLM						

Repair/Replacement Cost	Repair/Replacement Date
\$29	1/26/2012

12/12/11: Mailing ARS & forms. Box order# 1284189. df 1/24/12: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test fire under BLM - quote. Customer apprvd quote & pd by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/23/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	

	Description	22" 243 WIN
	Date Code	KR
Barrel	Bore Plugged	False
	Bulged	False
	Fired	False
	Fired while Obstructed	
	Muzzle/Crown Condition	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
Sear	Lift	---Select---
	Notch	Slightly Worn; Functioning
	Test Fired	False
Feeding Test	Tests	False
Trigger	Condition	Slightly Worn; Functioning
	Pull	---Select---
	Altered	False
	Sub-Assembly	M/700 Bolt Lock

7036

2211
KRS/61
3.5
2011

Model Number: 700		Serial Number: 347004	
Name: John Brasser		Date of Purchase: mid 1980's ?	
Address (no PO Boxes): 11 crossett rd			
City: Geneseo		State: NY	Zip: 14454
Phone (Daytime): 585-704-1974		Fax: NA	
E-mail Address: saintjb@rochester.rr.com			
Please describe your problem:			
<p>Rifle given to me new from Dad as gift. Rifle would fire when safety pushed forward only a few times. Put rifle in storage during child rearing 18/19 years. took from storage to start again last week. Made sure barrel was clear went to the range. First 3 shots perfect. Next two discharges caused just pushing the safety off. Finished remaining 5 rounds. Same results, 2/5 discharged by just pushing safety off. Followed two dealers instructions and sent to you. very unsafe please call for more</p> <p><i>could not duplicate concern can open to replace TPA. dear test fire under 10 for \$20. +</i></p>			
14 characters left		Quide	
NOTE: If you are unable to repair the firearm, contact the Repair Center for repair time.			

RECEIVED
JAN 21 2012

Serial Number:

347004

Model: 700



RE00255293

BY:

VE OR SPENT SHELLS IN YOUR
X WITH THE FIREARM. THIS IS A
IF YOU FEEL YOU MUST SEND
THEM IN A SEPARATE
ADDRESS (WITH ZIP CODE),
SERIAL NUMBER OF YOUR

- :: 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.
- :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss

ARS LABEL REQUEST FORM

DATE: 12/12/2011	Service Request # SR00006351
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	
email address: I WILL MAIL LABEL	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	JOHN BRASSER 11 CROSSETT RD GENESEO, NY 14454 US SR00006351 Email:
RETURN ITEM TO:	ILN Arms Services



ATTN: Product Service	<div style="text-align: right;"> 4XX698 SVC GND COM TRACKING# 1Z4XX6969067081871 REF 1: SR00006351 REF 2: </div> <div style="text-align: right;"> DEC 12, 2011 BL WT ACT WT 10.0 LBS #PK 1 10.0 LBS ALL CURRENCY USD </div> <div style="text-align: right;"> HANDLING CHARGE 0.00 SHIPMENT PUB RATE CHARGES: DV 0.00 DC 0.00 AH 0.00 TOT PUB CHG 7.94 </div> <div style="text-align: right;"> COD 0.00 DGD 0.00 PR 0.00 FRT: 3RD SVC T/P USD RS 0.50 ROD 0.00 PUB+HANDLING 7.94 </div>
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