

Remington Arms Co., Inc.
Product Service
Legal Case #:8301

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
291936	12/7/2012	12/10/2012	12/10/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Thomas	Caldwell Jr	25096 East Lynn Rd	Wayne	WV	25570		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance			
S	Did not go off when trigger pulled until action cycled	Concern:1025 Unexplained Discharge - No Mention of Safety Position	Unknown	
C				
12/27/12 Per note on SR, when customer pulled trigger gun did not go off until action was cycled.cm				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	27478	E6482210	WS	8/27/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS/POLARIS		U			
CONCERN:DID NOT GO OFF UNTIL ACTION CYCLED						

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace TPA, clean and test at 1/2 normal cost						
Repair/Replacement Cost	Repair/Replacement Date					
12/27/12 Per Ilion, trigger assm has a partially dried and sticky lube residue causing parts to work sluggish. Replace TPA, clean and test at 1/2 normal cost.cm						

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/10/2012
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code		WS
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	SLUGGISH
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	SLUGGISH
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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DRIED ANSD STICKY LUBE RESIDUE CAUSING PARTS TO WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Service Request

PO Box 700

Madison, NC 27025-0700

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.**

Service Request Number	Serial Number / Description
SR00036138	E6482210

Date of Request: 11/26/2012

Date Printed: 11/26/2012

Customer:

THOMAS CALDWELL JR
25096 EAST LYNN ROAD
WAYNE, WV 25570 US

Destination:

Arms Services
14 Hoefler Ave
Ilion, NY 13357 US

Email:

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

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

When customer pulled trigger gun did not go off until action was cycled.

Serial Number:

E6482210

Model: 700



RE00291936

**Qty
Needed**

Warranty

Price	Disc	Amount
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RECEIVED
DEC 11 2012

T.A. has a ~~pinkish-grey~~ ^{BY} ~~grey~~ & sticky
lube residue causing parts to
work sluggish. Rpt TPA₂ clean +
test at 1/2 normal cost.

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

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S A L E S R E C E I P T

s Ticket No.: 100042653

11/01/05

LD TO: THOMAS CALDWELL
1876 EAST LYNN RD EAST LYNN, WV. 25512

Item Description	Serial No.	Unit Price	Amount
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1 P-000258292-01 REMINGTON, 700, RIFLE, 30-06, BOLT	E5482210	375.00	375.00
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Sub-total: 375.00

Sales tax: 22.50

TOTAL PRICE: 397.50

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