

Remington Arms Co., Inc.
Product Service
Legal Case #:7743

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
272348	6/19/2012	6/20/2012	6/20/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Thomas	Goss	12020 Timberline Rd.	Ellison Bay	WI	54210		E ussmahan@newwis.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4013 Broken or Missing Parts		Unknown	
S FBO	Concern:1020 Fired on Bolt Opening			
C				

SR# 21646 - Reason for Return: Replace Trigger Assembly. Service Request Section: Gun will fire when bolt is opened & closed - not firing when trigger is pulled. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	n/a	A6542781	XO	12/21/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	FABER BROS CHICAGO IL	TWO PIECE BASE	U			

CONCERN:FIRES OPENING AND CLOSING BOLT

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 - Repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$79					

6/22/12: Per Ilion - Connector is broken. Replace TA, clean & test fire @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/20/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4013	Broken or Missing Parts	CONNECTOR IS BROKEN
Barrel	Description		24 ' 223 REM HB
	Date Code		XO
	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; Not 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---	N/A
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	CONNECTOR IS BROKEN
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



Parts and Repairs: P:800-243-9700 F:336-548-7801

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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

Service Request Number SR00021646		Serial Number / Description A6542781 Model R5825	Date of Request: 06/05/2012 Date Printed: 06/13/2012															
Customer: THOMAS GOSS 12020 TIMBERLINE RD ELLISON BAY, WI 54210 US		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US																
Email: ussmahan@newws.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 repaired and returned. If not, you will be contacted with an estimate before work is performed.																		
Reason For Return M239 - REPLACE TRIGGER ASSEMBLY																		
Service Request Section gun will fire when bolt opened and close - not firing when trigger is pulled																		
<table border="1"><thead><tr><th>Part And Service Detail</th><th>Description</th><th>Qty Needed</th><th>Warranty</th><th>Price</th><th>Disc</th><th>Amount</th></tr></thead><tbody><tr><td>Material</td><td>Type</td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table>					Part And Service Detail	Description	Qty Needed	Warranty	Price	Disc	Amount	Material	Type					
Part And Service Detail	Description	Qty Needed	Warranty	Price	Disc	Amount												
Material	Type																	
<p>Serial Number: A6542781 Model: 700</p> <p>RE00272348</p> <p>THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the</p> <p>Sub Total: .00 Est Sales Tax: .00 Grand Total: \$.00</p>																		

RECEIVED
JUN 22 2012

BY:

CONNECTOR IS BROKEN.
Replace TPA, CLEAN + TEST FIRE
AT H/C

230145





