

Remington Arms Co., Inc.
Product Service
Legal Case #:7637

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
264981	4/17/2012	5/3/2012	5/3/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Johnsons Sporting Goods	--	Johnsons Sporti	206 Bath Rd	Brunswick	ME	04011		W 207-594-2916

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

Dealer sent gun in for consumer. Consumer stated that when the firearm was taken off Safe, it would go off. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM RE MAG	n/a	C6323133	XI	12/19/1988
Date Purchased	Where Purchased	Accessories	Original Owner			
	NATIONAL SHOOTING SUPPLIES, INC.	LOWER PART SEE THRU MOUNTS	U			

CONCERN:FSR

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
Returned as Received - CSR spoke to dealer						
	Repair/Replacement Cost	Repair/Replacement Date				

5/7/12: Per Ilion - TA dirty & sticky - trigger is binding. Replace TA, clean & test at 1/2 normal cost - quote. Dealer called in & spoke with a CSR and had them do Return as Received. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/3/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		24" 7MM REM MAG
	Date Code		XI
	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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY. TRIGGER IS BINDING WILL FOLLOW DOWN
	Pull	---Select---	10+#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		LOWER PART SEE THRU MOUNTS

frmREInquiry - Repair Inquiry

Repair Number: **RE00264981**

Serial: C6323133 Model 700 Center Fire Caliber: 7
MM REM MAG Produced: 12/19/1988

Repairman: Charles Swanson

Verify Repair

High Priority

Status: Repairing 5/2/2012 1:07:01 PM

7637

ADDRESS INFORMATION

Customer
Name: JOHNSONS SPORTING GOODS
Address 1: 206 BATH RD
Address 2: PO Box:
City: BRUNSWICK
State: ME Zip Code: 04011 Country: US

Received from

Return To

Received from

JOHNSONS SPORTING GOODS
206 BATH RD
PO Box:
BRUNSWICK
ME Zip Code: 04011 Country: US

FFL:

01011500

Contact / Condition Problems Estimate History / Status Shipping / Billing

Problems Reported

Code	Desc
M100	SEE CUSTOMERS LETTER

Problems Found

Code	Desc
M580	NO INSTUCTIONS RECEI...
M993	ATN= CSR

Repair Notes

MFD of 1/88

Repairman's Comments

heading up to specs, function and safety are OK.
T.A. dirty + sticky - trig. is binding.
replace TPA, clean + test at 1/2 normal
cost *Quote*

CSR Comments

Consumer stated that when the firearm was taken off safe it would go off. Please re-estimate. JJW 5/2/2012.

RECEIVED
MAY 07 2012

Refresh

Close

C6323133

Model: 700



RE00264981

Thursday, May 3 2012 LASRPR11

5:09 AM

Thursday, May 3 2012

5:09 AM

241
X 12/88
101
1013