

Remington Arms Co., Inc.
Product Service
Legal Case #:7869

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
278624	8/15/2012	8/21/2012	8/21/2012	8/7/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Transit Police Dept.	Jason	Koelle	1404 Main St.	Buffalo	NY	14209		W 716-864-8188 E james_halliday@nfta.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S FBC	Concern:1008 Fired on Bolt Closing			
C				

Agency sent rifle in w/note. Officer stated he was at sniper school & the rifle fired when he closed the bolt. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25635	G7104262	RF	11/2/2011 4:40:20 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMCHAR WHOLESALE INC	SCOPE BASE	U			

CONCERN:FBC

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 under warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

8/22/12: Per Ilion - Could not duplicate concern. As a goodwill gesture & to restore confidence in rifle, will replace TA, check over & test at n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/21/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 308 WIN LTR
	Date Code		RF
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	

Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; 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	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2#
	Altered	False	40X TPA
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE



7869

TRANSIT AUTHORITY POLICE

TP-73

201
RF 11/1
2#
012

DATE: 08-15-2011
TO: P.O. Yuhnke & Lt. Halliday
FROM: P.O. Jason Koelle
RE: Remington 700 Malfunction

On August 7, 2012 while attending FBI Basic Sniper School, I had two malfunctions with my Remington Model 700 serial #G7104262. The first malfunction occurred during a timed fire drill, in which I pulled the trigger on the rifle but the cartridge in the rifle did not go off, I ejected the round and found that the rifle's firing pin did not strike the primer of the cartridge. I did reload the cartridge that did not go off and pulled the trigger again this time the firing pin did strike the primer of the cartridge and the round was fired. The second malfunction was a slam fire, in which during a rapid fire drill after firing several rounds in a rapid manner I did attempt to eject a spent cartridge and load a new cartridge when I pushed the bolt of the rifle forward the cartridge in the chamber did go off without pulling the trigger. I notified sniper team leader John Yuhnke of the malfunctions and was given a different rifle to use for the remainder of Basic Sniper School.

Respectfully Submitted,

PO J Koelle

PO Jason Koelle #117

Serial
Number:

G7104262

Model: 700



RE00278624

could not duplicate concern
As A Good-Will Gesture to
restore confidence in rifle
will replace TPA, check over
& rest AT N/C

260974

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your unloaded firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label

(cut here)

Arms Services
SR# SR00026333
14 Hoefler Ave
Ilion, NY 13357 US

Email:







