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				nington Arms Co. Product Service							
Case Informat	ion			Legal Case #:786	9						
RE# 278624 Customer Info	Date Opened 8/15/2012		pened(PS) 1/2012	Date Clos 8/21/201			ent Date /2012	:	Pre L	.it Lit	Obsolete
Туре	Business	First Name	Last Name	Street	City	State	Zip	Age		Cont	tact
Incident Tra	ansit Police Dept.	Jason	Koelle	1404 Main St.	Buffalo	NY	14209		Fion	W 716-80	64-8188 ay@nfta.com
Incident Inform	nation								பரள		ayamatoon
Claims PI		Codes		R	epair Est.	•	Medica	l Trea	atment	Me	edical Status
PD S FBC	Cause:4038 Could Not Duplicate Concern										
C Agency sent ri	ifle in w/note. Offi	cer stated he wa	as at sniper sc	hool & the rifle fi	red when h	ne close	ed the bo	olt. df			
Firearm Inform	nation										<u>. </u>
Mfg. Remingto: Date Purcha	ised WI	Type CF/BA nere Purchased	7 1 2		SKU 25635 Driginal O	;	Ser i G7104		Bbl. RF	-	DOM 1 4:40:20 PM
CONCERN:FI		R WHOLESAI	EINC S	COPE BASE	U						
Other Products	nformation - None s Information - No										<u> </u>
Settlement			R	emington/700/CF	/RA						
Settler	ment R	elease of Clain		elease Date	Reimbu	rsemen	+ -	Cash lemen		eim. Date APV	e Cash Date APV
Per Ilion - Re warra								10111 0.			· · ·
	Rej	pair/Replacem Cost \$50	ent Repa	ir/Replacement Date			•				
8/22/12: Per II n/c - warranty.	ion - Could not du . df		. As a goodwi	ll gesture & to res	store confi	dence i	n rifle, v	will re	place T	A, check	over & test at
Examination[I	Remington/CF/BA]									
[Part		Sub-Par	+		Coo	le			Co	mment
	A 657 C	Examin Exam I	er							3.TRAVIS	
Examination		Product	Type						۲ ۲	٤F	

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

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

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DATE:08-15-2011TO:P.O. Yuhnke & Lt. HallidayFROM:P.O. Jason KoelleRE: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 fund 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 Jason Koelle #117



Could Not dreplicate concern As A Good-Will Gusture + To Ristoric confidence in Rifle Will replace TPA, chick own Linest AT N/C

260974

Service Request

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Remington Service PO Box 700

Madison, NC 27025-0700 www.Remington.com

Parts and Repairs: P:800-243-9700F: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 zervice FLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number	Serial Number / Description			Request:	08/10/2012
SR00026333	G7104262		Date	Printed:	08/13/2012
Customer: TRANSIT POLICE DE 1404 MAIN STREET BUFFALO, NY 14205	PARIMENT - JOHN YUHNKE	Destination: Arms Services 14 Hozfler Ave Ilion, NY 13357	US		
	afia.com he item(s) will be evaluated by our repairman to determ , you will be contacted with an estimate before work is p		y policy. l	f it is your fin	ezrm will be
			,		
· .					
Reason For Return M310 - PERFORM SAFI	ETY CHECKS ON TRIGGER ASSEMBLY				
		an and a country of a country of the state of a state of the		August 200 Suminorum and advices	ner de tealegary tracteristic in a suite
Service Request Section Transit Police Dept's new s	niper rifle with rigger issues. In a letter the officer si	ad while closi	STERES.		
	thot. Please inspect the fire control system.				
	,				
Parts And Service Details Material Type	Description	Qty Warranty Needed		Price	Disc Amount
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		• •			
		• .			
THIS IS NOT AN INVOICE.	This is 2 pre-estimate to repair, recondition, or replace	the			
	pro wommer or separty reconnection, of repute	- <u>-</u>			
	· · · ·			1b Total: st Sales Tax:	. 00 . 00
			G	rand Total:	\$.00
L					7

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 <u>any</u> accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your <u>unloaded</u> 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 (<u>info@remington.com</u> <<u><<u>mailtoinfo@remington.com</u>>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!</u>

Mailing Label:

(cut here)

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

Email:

PS 28248





