

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7620

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
266418	5/3/2012	4/26/2012	5/18/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Patrick	Lasher	PO Box 184 345 Oxbow Rd	Morgan	VT	05853		H 802-895-4578 E POLasher@yahoo.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot through porch into bathroom	Cause:4015 Improper Maintenance		Unknown	
S Lifted when opening bolt	Concern:1020 Fired on Bolt Opening			
C				

4/26/12 Per call from Lasher, he got his rifle out to shoot at a coyote and when he lifted the bolt it fired. The safety was off. He had not used this rifle recently. He does not have an owner's manual. He inherited it from his grandfather.cm 5/17 Note with rifle states when he went to unload the rifle it went off through the porch into the bathroom.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	n/a	A6256594	BI	5/21/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	THOMPSON & HOAGUE CONCORD NH	TWO PIECE BASE	N			

CONCERN:FIRED WHEN OPENING BOLT - PROPERTY DAMAGE

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair and clean no charge as goodwill gesture.						
	Repair/Replacement Cost	Repair/Replacement Date				
	113.94	5/18/2012				

4/26/12 Mailing ARS and owner's manual.cm 5/18/12 Repair no charge as goodwill gesture. We will not cover property damage as the cause was due to improper maintenance. He has 2 other Remington bolt actions and says they need a good cleaning also and he is going to start taking the rifles regularly for a good cleaning by a local gunsmith.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	5/4/2012	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4015	Improper Maintenance	
Barrel	Description	24" 22-250 REM	
	Date Code	BI	
	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; Not Functioning	BINDS
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; 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---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	

Trigger	Condition	Slightly Worn; Functioning	DIRTY,PARTS SLUGGISH. WILL WORK HARD OFF SAFE
	Pull	---Select---	8.5#
	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



ATTN: Prod Serv #7620

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

[www.Remington.com](http://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: R00018484  
Serial Number / Description: A6256594

7620

Date of Request: 04/26/2012  
Date Printed: 04/26/2012

Customer:  
PATRICK LASHER  
345 OXBOW RD  
MORGAN, VT 05853 US

Destination:  
Arms Services  
14 Hoefler Ave  
Ilion, NY 13357 US

Email: Christy

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

Fired when he lifted the bolt.cm

## Parts And Service Details

Serial Number	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number: A6256594

Model: 700



RE00266418

RECEIVED  
MAY 05 2012

BY: .....

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

24"  
BL  
1/2  
8.5"  
1009

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 760	Serial Number: A6256594
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: <input type="text"/>	Date of Purchase: <input type="text"/>
Address (no PO Boxes): <input type="text"/>	
City: <input type="text"/>	State: <input type="text"/> Zip: <input type="text"/>
Phone (Daytime): 802-895-9578	Fax: <input type="text"/>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) PO. Lasher@yahoo.com	
E-mail Address: <input type="text"/>	
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: Went to unload rifle FT Monticelli Threw a round into Bathroom, found the Hammer OA me!	
500 characters left	
Ammunition Information:	
Manufacturer: <input type="text"/>	Type: <input type="text"/>
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>	
Handload Information:	
Powder Used: <input type="text"/>	Powder Weight: <input type="text"/>
Case/Hull Used: <input type="text"/>	Primer Used: <input type="text"/>
Bullet Type/Shot Size: <input type="text"/>	Reloader Used: <input type="text"/>

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number:	760	Serial Number:	A6256594
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name:		Date of Purchase:	
Address (no PO Boxes):			
City:		State:	Zip:
Phone (Daytime):		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
PO. LASHLEY@yahoo.com			
E-mail Address:			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
Went to unload rifle IT went off Through porch into Bathroom, Scared the Hell out of me!			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Hoppes
How often do you clean the bore? (Months or Number of rounds)	After every shooting
How often do you clean the action? (Months or Number of rounds)	Every time after I shoot it
How often do you clean the trigger assembly? (Months or Number of rounds)	Blow out with can
Brand of lubricant used:	Hoppes
How often do you lubricate the bore? (Months or Number of rounds)	After every shooting
How often do you lubricate the action? (Months or Number of rounds)	Same
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Same oil Hoppes
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
7 never to my knowledge	
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, NY 13357	
<b>⚠WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</b>	
:: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.	

## ARS LABEL REQUEST FORM

<b>DATE:</b>	04/26/2012	<b>Service Request #</b>	SR00018484
<b>QUANTITY:</b>	1	<b>WEIGHT PER PACKAGE:</b>	10 LBS
<b>REQUESTED BY:</b>	mitchelcs	<b>email address:</b>	Christy.Mitchell@remington.com

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	PATRICK LASHER 345 OXBOW RD PO Box 184 MORGAN, VT 05853 US SR00018484  Email: Christy
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services

4XX596 APR 26, 2012 ACT WT 10.0 LBS #PK 1  
 SVC GND COM BL WT 10.0 LBS  
 TRACKING# 1Z4XX5969086393410 ALL CURRENCY USD  
 REF 1:SR00018484  
 REF 2:  
  
 HANDLING CHARGE 0.00 FRT: 3RD  
 SHIPMENT PUB RATE CHARGES: SVC T/P USD  
 DV 0.00 COD 0.00 RS 0.50  
 DC 0.00 DGD 0.00  
 AH 0.00 PR 0.00 ROD 0.00  
 TOT PUB CHG 8.46 PUB+HANDLING 8.46

<b>ATTN: Prod Serv #7620</b>
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