

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8020

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
284646	10/5/2012	10/10/2012	10/10/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Donald	Moon	153 Green Hill Rd	Coudersport	PA	16915		

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Fires when locking bolt down	Concern:1008 Fired on Bolt Closing		
C				

10/23/12 Per letter with rifle, you can't get bolt out of gun and it quick fires when you close the bolt and lock down the bolt while not touching trigger with safety on or off.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	29692	S6296002	AQ	3/20/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT CORPORATION	TWO PIECE BASE	U			

CONCERN:FBC

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
Per Ilion, replace TPA, clean, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

10/23/12 Per Ilion, action and trigger assm dirty, sticky and rusty. Parts bind and work sluggish. Replace TPA, clean, test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/10/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		24" 7MM REM MAG SS
	Date Code		AQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn; Functioning	

	Condition		
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	DIRTY,RUSTY,STICKY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,RUSTY WILL FOLLOW DOWN
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



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

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.**

24  
APR  
4  
2012

Service Request Number SR00027744

Serial Number / Description S6296002

Model 700S RIFLE

Date of Request: 08/29/2012

Date Printed: 08/29/2012

Customer:

DONALD MOON  
153 GREEN HILL ROAD  
COUDERSPORT, PA 16915 US

Destination:

Arms Services  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:

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

M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY

Service Request Section

Customer states the rifle will fire when the bolt handle is moved or the safety is switched.

Serial Number:

S6296002

Model: 700S



RE00284646

Qty  
Needed

Warranty

Price Disc Amount

RECEIVED  
OCT 17 2012

BY:.....

Act. + Trig Assm dirty, sticky +  
rusty. parts bad + work sluggish.  
Replace TPA, clean + test fire at  
1/2 normal cost.

Quote

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

Grand Total: \$ .00

you can't get bolt  
out of gun

AND

it Quick FIRES

when you close bolt

AND Lock Down

Bolt, it will go

OFF NOT EVEN

touching TRIGGER

Safety ON OR OFF













