

Remington Arms Co., Inc.
Product Service
Legal Case #:7247

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
253222	1/9/2012	1/10/2012	1/10/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Rogers	2032 Robert H Kirk Rd	Lancaster	SC	29720		H 803-283-8601

Incident Information

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

Customer sent rifle in with SR# 7037. Problem stated - FBC. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	25777	E6673379	WU	8/17/2000 12:53:20 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	FABER BROS INC		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
		Remington/700/CF/BA				

Per Ilion - Quote to repair

Repair/Replacement Cost Repair/Replacement Date

1/16/12: Per Ilion - Could not duplicate concern. TA set screws altered. Can offer to replace TA, clean & test fire at 1/2 normal cost - quote. df
1/17/12: Customer called into Consumer Service & asked for the gun to be Returned as Received. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/10/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		WU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Firing Pin	Slightly Worn; Functioning		
Shroud	Slightly Worn; Functioning		

Bolt	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; 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	ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

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"
u8/2
S#
012

7248

Service Request Number SR00007037
Serial Number / Description E6673379
Model 700 RIFLE
Date of Request: 12/19/2011
Date Printed: 12/19/2011

Customer:
 CHARLES ROGERS
 2032 ROBERT H KIRK ROAD
 LANCASTER, SC 29720 US

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

~~Email:~~ 803-283-8601

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
 M305 - BOLT BINDS/WORKS HARD/CATCHES OPENING

Service Request Section
 fires when bolt is closed

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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E6673379

Model: 700



RE00253222

RECEIVED
 JAN 16 2012

BY:.....

could not duplicate concern
 T.A. set screws altered.
 can offer to 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





