

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8325

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
292144	12/10/2012	12/11/2012	12/11/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Chris	Scher	287 Hamilton Lane	Bluff City	TN	37618		H 423-646-6164 E scherc1@earthlink.net

## Incident Information

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

SR# 36428 - Service Request Section: Firearm went off as the consumer closed the bolt. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	29712	S6206871	OM	7/14/1992
Date Purchased	Where Purchased	Accessories	Original Owner			
	HICKS INC	SCOPE BASE,BOTTOM HALF FRT RING	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 - Quote to repair @ 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

12/13/12: Per Ilion - TA has a dried & sticky lube residue causing parts to work sluggish. Replace TA, clean & test at 1/2 normal cost - quote. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/11/2012
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG SS MR
	Date Code		OM
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	

Bolt	Firing Pin	Slightly Worn; Functioning	SLUGGISH
	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; Not Functioning	DIRTY,DRIED LUBE RESIDUE
	Stock Condition	Slightly Worn; Functioning	DIRTY
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY PARTS WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF FRT RING

Parts and Repairs: P:800-243-9700 F: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 service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

<b>Service Request Number</b> SR00036428	<b>Serial Number / Description</b> S6206871 Model 700S RIFLE	<b>Date of Request:</b> 11/27/2012 <b>Date Printed:</b> 11/27/2012
<b>Customer:</b> CHRIS SCHER 287 HAMILTON LANE BLUFF CITY, TN 37618 US		<b>Destination:</b> Arms Services 14 Hoefler Ave Hilton, NY 13357 US
<b>Email:</b> scherc1@earthlink.net		<b>Email:</b>

-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**  
firearm went off as the consumer closed the bolt. Issue seems to be in trigger itself or the cocking mechanism in the bolt action. The gun has been kept in a safe and only used twice for

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						
		target practice in 5 yrs, 423-646-6164					

Serial Number: **S6206871**  
Model: **700**



**RE00292144**

T.A. has a dried + sticky lube residue causing parts to work sluggish. Rep. T.A., clean + test at 1/2 normal cost

Q

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

**Sub Total:** .00  
**Est Sales Tax:** .00  
**Grand Total:** \$.00

SHIPPED DEC 13 PAID

22"  
0M70  
6#  
.012

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 — *G.F.H.*
- Record your serial number for future reference ✓
- Remove any accessories (sling, scope, scope mounts, case, etc.) — *could not remove mount* 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) <<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)

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Arms Services  
SR# SR00036428  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:









