

Remington Arms Co., Inc.

Product Service

Legal Case #:9311

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
324125	10/16/2013	10/17/2013	10/17/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Holland Department of Public Safety	Sgt. Keith	Mulder	89 W 8th St	Holland	MI	49423		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

Per SR00064011 Service Request Section, "bolt was closed, and it fired when the safety was flipped from on to off."
jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	N/A	D7008723		6/1/2011
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

CONCERN: FSR THIS IS A REPLACEMENT ACTION R#233234

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
Replace TPA, check over and test at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

10/21/13: Per Ilion, Can not duplicate customers concern, replacing due to parts being dirty and sluggish and to restore customers confidence in firearm. Being done at no charge. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	10/17/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	20" 308 WIN HB	
	Date Code		
	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	XMP SAFETY	
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY PARTS SLUGGISH
	Pull	---Select---	3#
	Altered	False	SEALANT INCONCLUSIVE
	Sub-Assembly	X-Mark Pro	

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System

Serial G7008723 Model 700 License Free Contact 308 1011

Repair Number: RE00324125
Verify Repair: High Priority

9311

Repaired by: David Vitarone
Status: Approved 10/15/2013 9:43:45 AM

ADDRESS INFORMATION

Customer: ☐ Received from ☐ Return To ☐ Received from

Name: Federal Department of Public Safety
Address 1: Sgt. Keith Miller
Address 2: 151 W. 8th Street PO Box
City: Oakland
State: MI Zip Code: 48423 Country: US

FFL: ☐ 61011300

Contact / Condition / Problem / Expense / History / Status / Shipping / Billing

Contact Information: Phone: Email: Comments:

Received Condition: Good: Condition: Notes:

Accessories Received: Code: Date: Qty:

CSR Notes: Job was closed, and I find when the customer is ready now on to it.

Repair Search Refresh Close

2011 3# PF6/11 1011

Thursday, Oct 17 2013 3:21 AM

Serial Number:

G7008723

Model: 700



RE00324125

RECEIVED
OCT 21 2013

BY:

could not duplicate concern.
T219. ASSM. dirty + sticky
parts work sluggish.
AS A Good-will gesture, will
replace T219. ASSM, check over
& test AT M/C

260974







