

Remington Arms Co., Inc.
Product Service
Legal Case #:8765

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
306089	3/26/2013	4/3/2013	4/3/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Jack	1525 Nashua Ct.	Indianapolis	IN	46260		H 317-258-4690 E jdjack@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S Discharges without pulling trigger	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing		Unknown	
C				

Service Request# 47677. No correspondence with rifle. CSR Notes in repair system: "Customer states the rifle discharges without touching the trigger." df 4/8/13: I called customer. He stated he bought gun new from a dealer and took it out to private property to target shoot around the 1st part of March. He said on the 3rd round the rifle fired when he closed the bolt. He said he had not touched the trigger at all. He stated the weather outside was 53-55 degrees & overcast, no rain, no snow. Customer then stated that he had researched the Model 700 before he bought it & saw all of the consumer information and the CNBC episode but he thought it was made up until the incident happened to him. He stated when he gets the gun back he is going to sell it - he will never trust it again. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	85479	G7125158	XF	12/16/2011 6:37:10 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN		U			

CONCERN:DISCHARGES WITHOUT PULLING TRIG

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: Replace TA @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

4/4/13: Per Ilion: Could not duplicate concern. To restore confidence in rifle, will replace TA, check over & test @ n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/3/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
	Description		24" 308 WIN
	Date Code		XF
	Bore Plugged	False	

Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	FACTORY SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	

GunRepairMain - Repair Inquiry

Repair Number: **RE00306089** Serial: G7125158 Model 700 Center Fire Caliber: 308 WIN Produced: 12/15/2011 SKU: 85479 Repairman: David Viviamore Status: Repairing 4/2/2013 7:30:03 AM

Verify Repair

ADDRESS INFORMATION

Customer ☒ Received from **Return To** ☐ Received from

Name: DAVID JACK DAVID JACK

Address 1: 1525 NASHUA COURT 1525 NASHUA COURT

Address 2: PO Box: PO Box:

City: INDIANAPOLIS INDIANAPOLIS

State: IN Zip Code: 46260 Country: US IN Zip Code: 46260 Country: US

47677

FFL: 01011900

Contact / Condition Problems Estimate History / Status Shipping / Billing

Contact Information

Phone: 317 258 4690

Fax:

Email: jdjack@gmail.com

Comments:

Received Condition

Good

Condition Notes

CSR Notes: Customer states the rifle discharges without touching the trigger.

Accessories Received

Code	Desc	Qty
A017	With Stud	2

RECEIVED
APR - 4 2013

BY: _____

could not duplicate concern
to restore confidence in rifle
will replace TPA check over
rest N/C 6000 - will gesture

Refresh

Close

Serial Number:

G7125158

Model: **700**



RE00306089

24"
XF12/11
4#
0.011







