

Remington Arms Co., Inc.
Product Service
Legal Case #:8996

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
313739	6/18/2013	6/19/2013	6/21/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	NEW CAANAN POLICE DEPT	ATTN: MARC DEFE	NEW CAANAN POLI	174 SOUTH AVE	NEW CAANAN	CT	06840		W 203-373-8542

Incident Information

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

Service Request# 54835 - Service Request Section: Possible fire when safety released issue. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7.62 NATO	86447	G6943633	LH	2/14/2013 9:37:27 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	NEW CANAAN POLICE DEPARTMENT		U			

CONCERN:POSSIBLE FSR

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 TA, clean & test to restore confidence in rifle at no charge - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

6/21/13: I emailed Ilion to Replace TA, clean & test to restore confidence in rifle at no charge - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/19/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7.62 NATO HB
	Date Code		LH
	Bore Plugged	False	
	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---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
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---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	True	SEALANT MISSING
	Sub-Assembly	X-Mark Pro	

Service Request

PO Box 700

REMINGTON-UMC

Madison, NC 27025-0700

Parts and Repairs: P-800-243-9700/F-336-343-7801

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.

4#
2/13

Service Request Number SR00054835	Serial Number / Description G6943633 Model 700 Center Fire	Date of Request: 06/12/2013 Date Printed: 06/12/2013																
Customer: NEW CAANAN POLICE DEPARTMENT ATTN: MARC DEFELICE 174 SOUTH AVE NEW CAANAN, CT 06840 US Email: Marc.Defelice@newcaanancrct.gov		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US 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 Possible fire when safety released issue																		
Parts And Service Details <table border="1"> <thead> <tr> <th>Material</th> <th>Type</th> <th>Description</th> <th>Qty Needed</th> <th>Warranty</th> <th>Price</th> <th>Disc</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td colspan="8"> Serial Number: G6943633 Model: 700  RE00313739 </td> </tr> </tbody> </table>			Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	Serial Number: G6943633 Model: 700  RE00313739							
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount											
Serial Number: G6943633 Model: 700  RE00313739																		

RECEIVED
JUN 20 2013

BY:.....

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







