

Remington Arms Co., Inc.
Product Service
Legal Case #:9657

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
330402	12/10/2013	12/11/2013	12/11/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Victor	Adams	3155 W 7550 S	West Jordan	UT	84084		H 801-557-2310

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FBO	Concern:1020	Fired on Bolt Opening	Unknown	
C				

Per SR00069388 Service Request Section, "operator attempted to fire, rifle would not. When bolt handle was raised 1/2" rifle fired." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	N/A	6312435	LT	2/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	ALL SPTS SP PORTLAND ORE		U			

CONCERN: FBO

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

Per Ilion, quote
to repair BLM

Repair/Replacement Cost	Repair/Replacement Date
\$27	

12/12/13: Per Ilion, could not duplicate concern. Trigger assembly is very dirty. Replace trigger assembly, check over, and test under BLP for \$20 plus shipping. jbi 12/27/13: Customer sent in letter approving quote to Consumer Service. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	12/11/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	24" 7MM REM MAG SS	
	Date Code	LT	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	FINISH WEAR
	Stock Condition	Slightly Worn; Functioning	SCRATCHES,MARS
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		BOLT LOCK SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	

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.**

2411
LT 2/5
5.5
1.00

Service Request Number SR00069389	Serial Number / Description 6312435 Model 700TMM	Date of Request: 12 02 2013 Date Printed: 12 02 2013
Customer: VICTOR ADAMS 3155 W 7550 S WEST JORDAN, UT 84084 US	9657	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US
Email: victoradams@comcast.net		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
M576 - REPLACE TRIGGER ASSM UNDER RECALL

Service Request Section

Consumer states that gun fired when closed bolt operator attempted to fire. Rifle would not. When bolt handle was raised 1/2" rifle fired. Malfunction was repeated 2 additional times

Parts And Service Details

Serial Number	Qty Needed	Warranty	Price	Disc	Amount
6312435					
Model: 700					
					
RE00330402					

RECEIVED
DEC 12 2013
BY: _____

could not dup concern
T.R. very dirty. Rpt. T.R.
check over + test and
BOP for 20 +

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

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





