

Remington Arms Co., Inc.
Product Service
Legal Case #:8787

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
306521	4/1/2013	4/9/2013	4/9/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Clark	800 Walnut Creek Rd	Elizabethtown	KY	42701		E charlieandjudi@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	Fired when closing bolt	Concern:1008 Fired on Bolt Closing		
C				

4/11/13 Per letter with rifle, after the rifle had been in the safe for a couple of years Charles took it out and when he first tried to work the bolt it would not cock. After 20-30 times cycling it would cock but when you closed the bolt it would fire. He thought it was dirty so he removed the stock and used Gun Scrubber and RemLube spray. After that it cocked ok but still would fire when closing the bolt. The trigger feels "dead". Very little effort to fire and does not seem to return to ready position. No free travel. After sitting lubed it does not see to fire when closing the bolt now but the trigger still seems not to be right.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	B6325452	DB	9/1/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPTS HQ INC DAYTON OH	TWO PIECE BASE	N			

CONCERN: FBC

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, replace TPA, clean and test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	81.04	4/11/2013				

4/11/13 Per Ilion, could not duplicate concern. Trigger assm set screws altered. Replace TPA, clean and test fire at BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/9/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		DB
	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; Functioning	
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		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED SEALANT MISSING
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

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.**

22"
DB 9/8
25"
10/10

Service Request Number: 800-243-9700
Serial Number / Description: B6325452
Model: 5757

8787

Date of Request: 03/19/2013
Date Printed: 03/19/2013

Customer:
CHARLES CLARK
800 WALNUT CREEK ROAD
ELIZABETHTOWN, KY 42701 US

Destination:
Arms Services
14 Hoefler Ave
Elion, NY 13357 US

Email: charlieandjudi@yahoo.com

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

240 - BOLT LOCK SAFETY MODIFICATION

Service Request Section

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:

B6325452

Model: 700



RE00306521

RECEIVED
APR 10 2013

BY:.....

could not duplicate concern.
T.A. set screws altered.
Replace TPA, clean & test fire
under BCP Rev 20. + ship

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

TO REMINGTON ARMS

SR 000 48334

SOME BACKGROUND PROBLEM -

THIS GUN BELONGED TO MY DAD AND I
BELIEVE HE PURCHASED NEW HE PASSED AWAY
JAN 2011 AND I GOT OUT OF GUN SAFE
APPROX A MONTH AGO - WHEN I FIRST
TRIED TO WORK BOLT IT WOULD NOT
COCK - AFTER 20 OR 30 TIMES CYCLE
IT WOULD COCK BUT WHEN YOU CLOSED
IT WOULD FIRE AS YOU WERE CLOSING
I THOUGHT IT MAY JUST BE DIRTY AND
I TOOK ACTION / SEPERATED FROM STOCK AND
USED SPRAY GUN SCROBBER + REM LUBE SPRAY
TRIED TO CLEAN + LUBE - AFTER THAT IT
COCKED OK - BUT STILL WOULD FIRE WHEN
CLOSING BOLT - THE TRIGGER FEELS "DEAD"
VERY LITTLE EFFORT TO FIRE AND DOES NOT
SEEM TO RETURN TO READY POSITION NOT FREE
TRAVEL - AFTER SITTING 2 WEEKS IT DOES NOT
SEEM TO FIRE WHEN CLOSING BOLT NOW BUT
TRIGGER STILL SEEMS NOT TO BE RIGHT

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OVER ↓

PAGE 2 of 2

I WOULD VERY MUCH LIKE TO HAVE
GUN OPERATING SAFELY AND BE ABLE
TO USE + ENJOY - MY DAD WAS VERY
PROUD OF THIS RIFLE AND I INTEND TO
KEEP IN MY FAMILY

THANKS FOR ANY HELP YOU ARE
ABLE TO GIVE ME -

THANKS AGAIN

CHARLES E. CLARK

800 WALNUT CREEK ROAD

ELIZABETH TOWN, KY 42901

P.S. GLAX TO HAVE YOUR TECH CENTER
IN TOWN IT IS LOCATED APPROX.
3 MILES FROM MY HOUSE =

NOT SURE IF RIFLE WILL BE SHIPPED
BACK TO MY ADDRESS OR NOT
A LOCAL GUN SHOP IS SHIPPING IT UPS
FROM THEIR LOCATION







