

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9264

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
324296	10/17/2013	10/4/2013	10/22/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Will	Dulac	923 Montana Ave.	Saint Cloud	FL	34769		H 407-484-9776

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI cut hand				
PD	Cause:4015 Improper Maintenance			U
S FSR	Concern:1007 Fired on Safe Release			
C				

10/4/13: Service Request SR00063521 was setup by Steve Joyce. Steve Joyce told me that Will Dulac said that his hand was cut when the gun fired on safety release. jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	N/A	6543916	PW	9/12/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	ROSKIN BROS MIDDLETOWN NY		U			

CONCERN: 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 TPA, check over and test at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46					

10/4/13: Service Request SR00063521 was sent by Steve Joyce. jbi 10/21/13: Per Ilion, trigger is dirty, sticky, and parts work sluggish. jbi 10/22/13: I emailed Ilion to repair at no charge as a goodwill gesture. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	10/18/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4015	Improper Maintenance	
Barrel	Description	22" 243 WIN	
	Date Code	PW	
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	MARS,DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	BOLT LOCK SAFETY	
	Function	Like new; Functioning	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	

		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY PARTS SLUGGISH
	Pull	---Select---	4#
	Altered	False	SEALANT PRESANT ON FRT SCREWS MISSING ON ENGAGEMENT SCREW
	Sub-Assembly	M/700 Bolt Lock	

# Service Request

Remington Service  
PO Box 700

Madison, NC 27025-0700

www.Remington.com

Parts and Repairs: P:800-243-9700/F:336-548-7801

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  
PW6/7  
4#  
1007

<b>Service Request Number</b> SR00063521	<b>Serial Number / Description</b> 6543916 Model 700 Center Fire	<b>Date of Request:</b> 10/04/2013 <b>Date Printed:</b> 10/04/2013
<b>Customer:</b> WILL DULAC 923 MONTANA AVE SAINT CLOUD, FL 34769 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
<b>Email:</b> 407-484-9776	<b>Email:</b>	

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**  
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION  
M295 - EVALUATE AND REPAIR/SAFETY INSP.

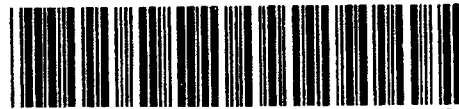
**Service Request Section**  
Customer stated the rifle fired when the safety was pushed from safe to fire.

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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RECEIVED  
OCT 21 2013

BY:.....

Serial Number: 6543916  
Model: 700



RE00324296

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

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

## ARS LABEL REQUEST FORM

DATE:	10/04/2013	Service Request #	SR00063521
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	joycesd	email address:	Stephen.Joyce@remington.com

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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## LABEL INFORMATION

MAIL LABEL TO:	WILL DULAC 923 MONTANA AVE SAINT CLOUD, FL 34769 US SR00063521 Email:	407-484-9776
RETURN ITEM TO:	ILN Arms Services	



10-4-13  
Per  
Steve Joyce  
customer said  
the gun cut his hand  
when it fired on  
safe release.













