

Remington Arms Co., Inc.
Product Service
Legal Case #:8922

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
310996	5/15/2013	5/17/2013	5/17/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Larry	Hood	8138 Route 819	Greenburg	PA	15601		H 724-552-3154

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S FBC	Concern:1008 Fired on Bolt Closing			
C				

Service Request# 52165: Service Request Section - "Consumer states that the gun will fire when closing the bolt." df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	n/a	234224	WN	8/1/1966
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	U			

CONCERN: FBC

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 - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$42					

5/20/13: Per Ilion - TA has a partially dried & sticky lubrication residue causing parts to work sluggish. Replace TA, clean & test fire under BLM - quote. A CSR apprvd repair on 5/17 based on a phone call and it's set up for COD. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/17/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 308 WIN
	Date Code		WN
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn; Functioning	

	Condition		
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; Not Functioning	RUSTY UNDER STOCK
	Stock Condition	Worn; Functioning	MARS, SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY PARTS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	5#
	Altered	False	SCREWS ARE STAKED, NO SEALANT
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

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"
WN 8/1
S#
005

Service Request Number SR00052165	Serial Number / Description 23422 Model	Date of Request: 05/02/2013 Date Printed: 05/02/2013
Customer: LARRY HOOD 8138 ROUTE 819 GREENBURG, PA 15601 US		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US
Email: 724-552-3154		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
M240 - BOLT LOCK SAFETY MODIFICATION

Service Request Section
CONSUMER STATES THAT THE FUR WILL FIRE WHEN CLOSING THE BOLT.

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

234224

Model: 700



RE00310996

RECEIVED
MAY 20 2013

BY:.....

T.A. has a partially dried + sticky lubrication residue causing parts to work sluggish. replace TPA, clean + test fire under BLP Ron \$20.00 + ship

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







