

Remington Arms Co., Inc.
Product Service
Legal Case #:8452

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
295455	1/8/2013	1/9/2013	1/9/2013	11/28/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Loren	Lustig	795 Stone Jug Rd	Biglerville	PA	17307		H 717-677-4927 W 410-386-3705 C 717-357-5113 E Llustig@ccg.carr.org

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PJ				
PD				
S	Fired when safety was taken off	Cause:4006 Altered Adjustments or Components Concern:1007 Fired on Safe Release		Unknown
C				

1/15/13 SMP notated on the SR. Letter with rifle states that on Nov 18, 2012 the firearm discharged a round from the chamber when the safety was taken off. The round went off despite the fact that the trigger was not touched.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/2506 REM	n/a	A6287669	CI	4/9/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	MERCANTILE SALES ST LOUIS MO	TWO PIECE BASE	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
Per Ilion, replace TPA, clean, test at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	29.04	1/15/2013				

1/15/13 Per Ilion, trigger assm set screws altered. Trigger not returning under sear properly. Replace TPA, clean, test at BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/9/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENANCE
	Description		24" 2506 SPRG
	Date Code		CI
	Bore Plugged	False	

Barrel	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	
	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	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY TRIG NOT RETURNING UNDER SEAR WILL FOLLOW DOWN
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

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

www.Remington.com

ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number	Serial Number / Description	Date Received:
RE00295455	A6287669	01/08/2013
	Model 700 Center Fire Caliber: 25 -06 REM	Estimate Date: 01/09/2013
		Date Printed: 01/15/2013

Customer:

LOREN LUSTIG
795 STONE JUG RD.
BIGLERVILLE, PA 17307 US

Return To:

LOREN LUSTIG
795 STONE JUG RD.
BIGLERVILLE, PA 17307 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp.Date _____

Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____

Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Problems

Reported

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
M240 - BOLT LOCK SAFETY MODIFICATION

Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

trigger assm set screws altered, trigger not returning under sear properly. replace trigger plate assm, clean and test fire under bolt lock program for \$ 20.00 + shipping

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000116	Service	GR-LABOR	20	Billable	20	1.00	0	20.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

Sub Total: 37.00

Est Sales Tax: 2.22

Grand Total: \$39.22

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700 ATTN: SMP



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 serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. PLEASE RETAIN THIS YOUR RECORDS.

Service Request Number / Description SR00036771 A6287669	Date of Request 1/29/2012
Customer: LOREN LUSTIG 795 STONE JUG RD. BIGLERVILLE, PA 17307 US	Date Printed 2/11/2012
Email: Llustig@ccg.carr.org	

8452

Destination:
Aims Services
14 Hoefler Ave
Ilion, NY 13357 US

24"
CI4/76
4#
008

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 rep. 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:
SMP

Parts And Service Details

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

A6287669

Model: 700



RE00295455

RECEIVED
JAN 10 2013

BY:.....

T.A. set screws altered. ring
not set under gun properly.
Rep. to my client test and. OIP
for \$ 10 +

Q

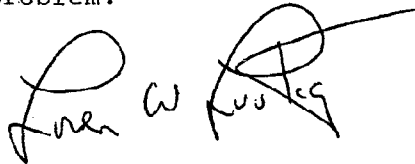
Sub Total: .00
Est Sales Tax: .00
Grand Total: \$.00

December 28, 2012

TO WHOM IT MAY CONCERN:

1. Enclosed Rifle Owned by: Loren W. Lustig, 795 Stone Jug Road,
Biglerville, PA 17307 (717-677-4927)
2. Rifle Caliber: 25/06(Remington Model 700)
3. Rifle Serial Number: A6287669 - - -
4. Rifle Purchase Information: Purchased from Powder Horn Gun Shop,
515 Main Street, McSherrystown, PA 17344 (Owner- Mr. Chuck Doll)
Store Phone: 717-632-7844. Date of Purchase: 2010, Purchase Price
was \$350.00
5. Rifle Condition: This rifle was used last on Wednesday, November 28,
2012. On that date, the firearm discharged a round from the chamber
when the safety was taken off. The round went off, despite the
fact that the trigger WAS NOT TOUCHED.
6. Contact Made with Remington Arms to Report Rifle Condition: I received
instructions from Remington Arms via e mail on 12/11/2012 (3:51 PM)
7. Contact Information: Remington Arms can reach me at the following
PHONE: (O) 410-386-3705 (H) 717-677-4927 (Cell) 717-357-5113
E mail Address: Llustig@ccg.carr.org
8. PLEASE NOTE: I consider this situation (discharge of round via
movement of safety) to be extremely dangerous. I was very fortunate
that no person was injured/killed or damage incurred. I sincerely
appreciate Remington Arms taking all necessary steps to correct this
very serious problem.

Loren W. Lustig

A handwritten signature in black ink, appearing to read 'Loren W. Lustig', with a stylized flourish at the end.

Lustig, Loren

From: Remington <customerservice@Remington.com>
Sent: Tuesday, December 11, 2012 3:51 PM
To: Lustig, Loren
Subject: Remington Arms Service Request SR00036771
Attachments: SR00036771_SR.jpg; SR00036771_SRcopy.jpg; SR00036771_SRinstructions.jpg

Please open the attached JPG files and follow their instructions for your Service Request SR00036771.



