

Remington Arms Co., Inc.
Product Service
Legal Case #:9692

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
331116	12/16/2013	12/17/2013	12/17/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ronald	Poston	211 Nesmith St	Lake City	SC	29560		H 843-687-2062

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			Unknown
S FSR	Concern:1007 Fired on Safe Release			
C				

Per SR00065703 Service Request Section, "consumer states will fire when safety is taken off." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25775	B6712915	PF	6/1/1985
Date Purchased	Where Purchased	Accessories	Original Owner			
	JOHNS SPORTING GOODS 44706		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, offer to replace trigger assembly, check over, and test at 50% discount						
	Repair/Replacement Cost	Repair/Replacement Date				

12/19/13: Per Ilion, "could not duplicate concern. Trigger assembly dirty and rusty. Replace trigger assembly, check over and test fire at 1/2 cost." jbi 12/18/13: Customer called into Consumer Service and approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	12/17/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	22" 308 WIN	
	Date Code	PF	
	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	REC'D UNASSM
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	STANDARD SAFETY	
	Function	Like new; Functioning	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	6.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-Bolt Lock	

221
 PF 6/8
 6.5#
 .013

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



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.**

Service Request Number SR00063703		Serial Number / Description B6712915		Date of Request: 10/28/2013 Date Printed: 12/10/2013	
Customer: RONALD L. POSTON 211 NESMITH STREET LAKE CITY, SC 29560 US		Model 700 RIFLE Caliber: 308		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email: postonalc@frc-i.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 M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M295 - EVALUATE AND REPAIR SAFETY INSP.					
Service Request Section consumer states will fire when safety is taken off					
Parts And Service Details					
Material	Type	Description	Qty Needed	Warranty	Price Disc Amount
<div style="display: flex; justify-content: space-between;"> <div> <p>Serial Number: B6712915</p> <p>Model: 700</p> <p>RE00331116</p> </div> <div> <p>RECEIVED</p> <p>DEC 19 2013</p> <p>BY:</p> <p>could not dup concern T.A. dirty rusty - Rep T.A. checkout + TEST AT 1/2 cost</p> </div> </div>					
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

12/11/2013







