

Remington Arms Co., Inc.
Product Service
Legal Case #:8786

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
308903	4/23/2013	4/8/2013	4/24/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dan	Shiarla	D-956 State Rt 108	Holgate	OH	43527		H 419-264-3411 C 419-270-3411

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot top of truck and broke windows	Cause:4006	Altered Adjustments or Components	Unknown	
S Fires when closing bolt	Concern:1008	Fired on Bolt Closing		
C				

4/8/13 Per call from Dan, 10 yrs ago his friend shot a hole in the top of his truck when he closed the bolt on his rifle and it blew out the windows. He did not send it in or take it to a gunsmith. It has happened through the years and he now wants to send it for inspection. He cleans it with WD40. He is not the original owner. He has had it for about 25 years. He stores it in the gun safe.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	n/a	A6467669	PO	6/1/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAMMES GUNS BELEFONTAINE 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 under BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	29.04	4/26/2013				

4/8/13 Mailing ARS.cm 4/26/13 Per Ilion, trigger assm set screws altered and has a dried and sticky lube residue causing parts to bind and work sluggish. Replace TPA, clean and test under BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		4/24/2013

Examination	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4006	Altered Adjustments or Components	POOR MAINTENENCE
Barrel	Description	24" 22-250 REM	
	Date Code	PO	
	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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	BOLT LOCK SAFETY	
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
	Condition	Slightly Worn; Not Functioning	HAS A DRIED, STICKY LUBE RESIDUE TRIGGER AND SEAR BINDS WILL FOLLOW DOWN

	Pull	---Select---	4#
Trigger	Altered	True	SET SCREWS ALTERED NON FACTORY SEALANT
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

24"
P06/7
y#
-011

COPY

April 9, 2013

8786

Dan Shiarla
D-956 State Rt 108
Holgate, OH 43527

Subject: Case #8786, Model 700, SR# 50120

Dear Mr. Shiarla,

Please include a copy of this letter with the firearm as well as the Service Request form.
The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly. Please mark the small ends of the boxes "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
APR 26 2013

enclosure

BY:.....

Number: A6467669

Model: 700



RE00308903

T.A. set screws all t. & has a dried
& sticky lube residue causing part
to bind & work sluggish. up for clean
& test under BLP for 20 +

WADO WILL LEAVE A RESIDUE, DO NOT USE IT!

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #8786

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 SR00050120	Serial Number / Description A6467669	Date of Request: 04/08/2013 Date Printed: 04/08/2013
Customer: DAN SHIARLA D-956 STATE RT 108 HOLGATE, OH 43527 US Email:	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US 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

Service Request Section
Prod Serv #8786

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

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

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: <u>MODEL 700 BDL</u>	Serial Number: <u>A 6462669</u>
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <u>?</u>	
Name: <u>DAN SHEARLAW</u>	Date of Purchase: <u>?</u>
Address (no PO Boxes): <u>0-956 ST RT 108</u>	
City: <u>HOLGATE</u>	State: <u>OH</u> Zip: <u>43527</u>
Phone (Daytime): <u>419-264-3411</u>	Fax: <u></u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u></u>	
Additional contact info: <u></u>	
Please describe your problem and date of occurrence: <div style="border: 1px solid black; padding: 10px; min-height: 100px;"><p>THE GUN FIRES WHEN CLOSING BOLT. STARTED YEARS AGO. CLEANED BOLT AND HELPED PROBLEM. SEEMED TO KEEP OCCURENG. NOW IT DOES IT EVERY TIME. WHEN I CLOSE BOLT THE FIRING PIN RELEASES EVERY TIME. SAFETY MALFUNCTIONS</p></div>	
500 characters left	
Ammunition Information:	
Manufacturer: <u></u>	Type: <u></u>
Other (i.e. bullet weight/type, shot size, powder): <u></u>	
Handload Information:	
Powder Used: <u></u>	Powder Weight: <u></u>
Case/Hull Used: <u></u>	Primer Used: <u></u>
Bullet Type/Shot Size: <u></u>	Reloader Used: <u></u>
What were the weather conditions when you had a problem?	

ARS LABEL REQUEST FORM

DATE: 04/08/2013	Service Request # SR00050120
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelles	
email address: Christy.Mitchell@remington.com	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	DAN SHIARLA D-956 STATE RT 108 HOLGATE, OH 43527 US SR00050120 Email:
RETURN ITEM TO:	ILN Arms Services

4XX696 APR 9, 2013 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX6969066881624 ALL CURRENCY USD
 REF 1:SR00050120
 REF 2:

 HC 0.00 CNS 0.00 FRT: 3RD
 SHIPMENT PUB RATE CHARGES: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.60
 DC 0.00 DGD 0.00
 AH 0.00 PR 0.00 ROD 0.00
 TOT PUB CHG 10.39 PUB+HANDLING 10.39

ATTN: Prod Serv #8786







