

Remington Arms Co., Inc.
Product Service
Legal Case #:8919

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
312318	6/3/2013	5/15/2013	6/5/2013	5/12/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Synar	4051 E. 380 Rd	Talala	OK	74080		H 918-371-9944 E sycattleco@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot hole through 2 walls	Cause:4006	Altered Adjustments or Components	Unknown
S		Concern:1008	Fired on Bolt Closing	
C				

5/15/13 Per call from Synar, 3 days ago he was loading his 700 in the house. He loaded 4 in the magazine and one in the chamber and when closing the bolt on the round in the chamber it fired and shot a hole in 2 walls. He bought it used and it worked good for years. Local gunsmiths told him they were notorious for firing on closing the bolt.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	6217109	LS	2/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
	SIMMONS GUN OLATHE KAN	TWO PIECE BASE	N			

CONCERN: FBC

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Federal	SP/100					
Concern	Other	Factory	Reload			
0:		Y	N			

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Remington/700/CF/BA						
Quote to replace TPA, clean, test at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	29.04	6/5/2013				

5/15/13 Mailing ARS.cm 6/5/13 Ilion found that the trigger has been adjusted outside the factory and there are maintenance issues. We will quote to replace TPA, clean, test at BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		6/4/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENANCE
Barrel	Description		24" 243 WIN HB
	Date Code		LS
	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	Worn; Functioning	REMINGTON H&S STOCK
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	DIRTY/STICKY
		Test Fired	False

Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY PARTS BIND AND WORK SLUGGISH. WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED SEALANT MISSING
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

24"
LS 2/6
2.5
.001

May 15, 2013

8919

COPY

David Synar
4051 E. 380 Rd
Talala, OK 74080

Subject: Case #8919, Model 700, SR# 53094

Dear Mr. Synar,

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

enclosure

Serial Number:

6217109

Model: 700



RE00312318

RECEIVED
JUN 05 2013

BY:.....

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

www.Remington.com



ATTN: Prod Serv #8919

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.**

Service Request Number	Serial Number / Description	Date of Request: 05/15/2013																									
SR00053094	6217109	Date Printed: 05/15/2013																									
	Model 700243																										
Customer:		Destination:																									
DAVID SYNAR		Arms Services																									
4051 E. 380 RD		14 Hoefler Ave																									
TALALA, OK 74080 US		Ilion, NY 13357 US																									
Email:		Email:																									
<p>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.</p>																											
<p>Reason For Return M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION</p>																											
<p>Service Request Section Prod Serv #8919 Fired when closing bolt and shot hole in 2 walls inside home.cm</p>																											
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th colspan="8">Parts And Service Details</th> </tr> <tr> <th>Material</th> <th>Type</th> <th>Description</th> <th>Qty Needed</th> <th>Warranty</th> <th>Price</th> <th>Disc</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td colspan="8" style="height: 300px;"> </td> </tr> </tbody> </table>				Parts And Service Details								Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount								
Parts And Service Details																											
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount																				
<p>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.</p>						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: <input type="text"/>		Serial Number: <u>6217109</u>	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>DAVID SYNAR</u>		Date of Purchase: <u>October 2000</u>	
Address (no PO Boxes): <u>4051 E. 380 Rd.</u>			
City: <u>TALALA</u>		State: <u>OK</u>	Zip: <u>74080</u>
Phone (Daytime): <u>(418) 371-9944</u>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>SYCATLECO@AOL.COM</u>			
Additional contact info:			
Please describe your problem and date of occurrence:			
<p><i>On May 12th 2013, I was loading this rifle in my back room. Four shells were loaded. I opened the receiver, slid back the bolt and easily pushed a shell into the barrel. I was pointing the gun at mid level when I closed the bolt, and then it went off. The bullet went through 2 walls. My finger was clear of the trigger. I yelled for my son, to see if he was alright. Thankfully he was.</i></p>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Federal</u>		Type: <u>100 grain Soft Point</u>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
What were the weather conditions when you had a problem? <u>Sunny Day - Spring</u>			

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Outers
How often do you clean the bore? (Months or Number of rounds)	1 per month per 40 Rds
How often do you clean the action? (Months or Number of rounds)	1 per month per 40 Rds
How often do you clean the trigger assembly? (Months or Number of rounds)	SAME
Brand of lubricant used:	Outers
How often do you lubricate the bore? (Months or Number of rounds)	1-2 times/yr
How often do you lubricate the action? (Months or Number of rounds)	40-50 Rounds
How often do you lubricate the trigger assembly? (Months or Number of rounds)	1 per month per 40-50 Rds
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a reputable repairman/gunsmith?	
N/A	
What were the services performed?	
NONE	
<p>ⓈWARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	

ARS LABEL REQUEST FORM

DATE:	05/15/2013	Service Request #	SR00053094
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchells	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:	DAVID SYNAR 4051 E. 380 RD TALALA, OK 74080 US SR00053094 Email:
RETURN ITEM TO:	ILN Arms Services



124XX 596 9066 10 3894

ATTN: Prod Serv #8919









