

Remington Arms Co., Inc.
Product Service
Legal Case #:8414

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
294132	12/26/2012	1/2/2013	1/2/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Thomas	White	204 Overlook	Coffeyville	KS	67337		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Rifle fires when switched from safe to fire	Cause:4006 Altered Adjustments or Components Concern:1007 Fired on Safe Release	Unknown	
C				
1/9/13 Per note on SR, consumer complains rifle fires when switched from safe to fire.cm				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	372310	ER	10/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
			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 and test at BLSM program price						
Repair/Replacement Cost	Repair/Replacement Date					
1/9/13 Per Ilion, trigger assm set screws altered. Trigger not returning properly. Replace TPA, clean and test at BLSM program price.cm						

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/2/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 7MM REM MAG
	Date Code		ER
	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; 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	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

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.**

24
12/10/12
4#
.00

Service Request Number SR00038281	Serial Number / Description 372310	Date of Request: 12/11/2012 Date Printed: 12/11/2012
Customer: THOMAS WHITE 204 OVERLOOK COFFEYVILLE, KS 67337 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email:	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
M240 - BOLT LOCK SAFETY MODIFICATION

Service Request Section
CONSUMER COMPLAINS RIFLE FIRES WHEN SWITCHED FROM SAFE TO FIRE.

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number: 372310
Model: 700

RE00294132

RECEIVED
JAN 03 2013

BY:.....

T.A. set screws altered, TITG.
not ret. prop. lip. TPA, CLEAN
+ test w/nd. BCP Bont 20.1

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

Gold & Silver Exchange

219 W. 9th

Coffeyville, Ks 67337

251-6710

70204 293806 11/30/2012 12:08:56 PM AT

Sold to: WHITE, THOMAS

204 OVERLOOK

- COFFEYVILLE, KS 67337

1.00 103242-1 430.00 430.00

GAM, REMINGTON, R-700, 7, RIFLE, S/H-17231

0

1.00

Subtotal: 430.00

Tax: 39.99

Total: 469.99

Amount tendered: 480.00

Change : 10.00

* * * * *

ENTERED 2-30 MERCHANTS USE ONLY

MERCHANT USE - NO CASH REFUND

Thank You have a nice day





