

Remington Arms Co., Inc.
Product Service
Legal Case #:9136

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
318973	8/23/2013	8/26/2013	8/26/2013				

Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Larry	Williams	2018 Grant 45	Prattsville	AR	72129		H 501-455-2598 E lwilliams@heavyquip.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Unexplained Discharge - No Mention of Safety Position	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

Per SR00051769 Service Request Section, "customer said that the gun fired without touching the trigger." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	A6266473	PI	6/3/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	WILKERSON SPEC BRINKLEY AR		U			

CONCERN: FIRES WITHOUT TOUCHING TRIGGER

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
	Repair/Replacement Cost	Repair/Replacement Date				
	\$27					

8/27/13: Per Ilion, stock chipped at toe. Trigger assembly has a partially dried and sticky lubrication residue causing parts to work sluggish. Replace trigger assembly, check over, and test fire under bolt lock program for \$20.00 + shipping. Can offer to replace with a used stock in good condition for a \$35 labor charge for fitting and function. jbi
8/28/13: Left message for customer to call me. Received call back from customer. He approved with credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	8/26/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4015	Improper Maintenance	
Barrel	Description	22" 243 WIN	
	Date Code	PI	
	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	REC'D WITH CHIP OUT OF TOE SCRATCHES/MARS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	BOLT LOCK SAFETY	
	Function	Like new; Functioning	
	Lift	---Select---	.011

Sear	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	HAS A DRIED,STICKY LUBE RESIDUE PARTS WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	7#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



22"
PI6/76
7#
.011

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 SR00051769		Serial Number / Description A6266473 Model R5786		Date of Request: 04/29/2013 Date Printed: 08/15/2013																									
Customer: LARRY WILLIAMS 2018 GRANT 45 PRATTSVILLE, AR 72129 US		Destination: Arms Services 14 Hoefler Ave Hion, NY 13357 US		Email: LWILLIAMS@HEAVYQUIP.COM																									
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 customer said that the gun fired without touching the trigger.																													
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