

Remington Arms Co., Inc.
Product Service
Legal Case #:8938

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
311860	5/24/2013	5/29/2013	5/29/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Richard	Woodcock	4003 42nd St.	Lubbock	TX	79413		H 806-773-5262 E dickwoodcock@suddenlink.net

Incident Information

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

Service Request# 53165 - Service Request Section: "The consumer stated the gun went off when he closed the bolt". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	6241026	KS	5/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
	LH KURTZ CO DES MOINES IOWA		N			

CONCERN: FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$44					

5/31/13: Per Ilion - TA set screws altered. Trigger not returning properly. Replace TA, clean & test under BLM - quote. Customer called on 5/30 and spoke w/CSR, apprvd & paid quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		5/29/2013
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		18" 243 WIN
	Date Code		KS
	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	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	BBL SHORTENED AND REFINISHED
	Stock Condition	Slightly Worn; Functioning	REFINISHED
	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	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	1.5#
	Altered	True	SET SCREWS ALTERED SEALANT CHANGED
	Sub-Assembly	M/700 Bolt Lock	

From: Remington <customerservice@Remington.com>
Subject: Remington Arms Service Request SR00053165
Date: May 16, 2013 2:28:53 PM CDT
To: <dickwoodcock@suddenlink.net>

8938

18 11
KS 5/6
1.5
.008

3 Attachments, 187 KB

Please open the attached JPG files and follow their instructions for your Service Request SR00053165.

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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number SR00053165		Serial Number / Description 6241026 Model 700243	Date of Request: 05/16/2013 Date Printed: 05/16/2013									
Customer: RICHARD WOODCOCK 4003 42ND STREET LUBBOCK, TX 79413 US		Destination: Arms Services 14 Heffler Ave Ilion, NY 13357 US										
Email: dickwoodcock@suddenlink.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 M240 - BOLT LOCK SAFETY MODIFICATION												
Service Request Section THE CONSUMER STATED THAT THE GUN WENT OFF WHEN HE CLOSED THE BOLT.												
<table border="1"><thead><tr><th>Parts And Service Details</th><th>Description</th><th>Qty Needed</th><th>Warranty</th></tr></thead><tbody><tr><td>Material</td><td>Type</td><td></td><td></td></tr></tbody></table>					Parts And Service Details	Description	Qty Needed	Warranty	Material	Type		
Parts And Service Details	Description	Qty Needed	Warranty									
Material	Type											

RECEIVED
MAY 8 1 2013

BY:

Serial Number:

6241026

Model: 700



RE00311860

T.A. set screws altered.
Trigger not returning properly.
Rep. TPA, cleaned fast line
under BLP for 20. + ship.

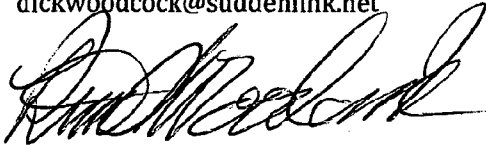
Q

Remington

Dear Sir:

I have been unable to locate any paperwork on this rifle. It was my dad's and he has been dead for fourteen years. I want to pass this rifle on to my grandchildren, but with the safety concerns that I now have, I will be unable to do so until they are addressed.

Richard Woodcock
4003 42nd St
Lubbock, Texas 79413
806-773-5262
dickwoodcock@suddenlink.net

A handwritten signature in black ink, appearing to read "Dick Woodcock", written in a cursive style.



