

Microsoft Access

File Edit View Records Window Help

Customer Service Data Entry

File Number: 9000 Arms Service number: 3701643

Last Name: POLAN First Name: WAYNE

Street: 7040 ADAMS AVE PO BOX 7905 City: HUNTINGTON

State: WV Zip: 25779 Home Ph:

Work Ph: 304 526 6511 Product Type: F F A T O

Type Concern: S P I P D P S C Concern Code: 1008

Concern: FIRED ON BOLT CLOSING

Cause Code: 4015 Cause: IMPROPER MAINTENANCE

Assigned To: KAST Classification: UNJ UNJ UNC UND J

Settlement Detail: REPAIR SPCL PRICE Settlement Amount: \$0.00

Date Opened Rem: 1/20/97 Date Opened by P/S: 1/20/97 Caliber: 243

Date of Incident: Date Closed: 1/20/97 Bullet Weight:

Date to Analysis: Date from Analysis: Manufacturer: REM

Model: 700 Serial: B6504803 Date Code: ED Date Mfgd: 10/1/83

RAMAC: 700 Litigation: PreLitigation: Obsolete:

Custody: Comments:

Time of Modification: 3:35:50 PM Date of Modification: 1/20/97

Form View FLTR NUM

RECEIVING AND ESTIMATING REPORT

COMMENTS

ORDER
R 97-01649

INITIAL CUSTOMER ORDER NO.

JJM

PRODUCT SERVICE

DATE RECEIVED

DATE OPENED

DATE CODE

SERIAL NUMBER

NEW SERIAL NUMBER

MODEL AND GRADE

01/13/97

01/20/97

ED 10-83

56504803

700 243

ADL

ACCESSORIES

W/STUDS

FROM:

DOLAN, WAYNE A
1040 ADAMS AVE
P O BOX 7905
HUNTINGTON

WV 25779

SHIP TO:

DOLAN, WAYNE A
1040 ADAMS AVE
P O BOX 7905
HUNTINGTONWV
25779

CUST NO: 160047 C.O.D.L

ACCOUNT NUMBER

ACCOUNT NUMBER N/C

WRITE ☐

PROM. DATE

ESTIMATED

VIA

UPS

GUN CONDITION

- ☐ NEW
☐ LIGHTLY WORN
☐ WORN
☐ VERY WORN
☐ UNREPAIRABLE
☐ MARRED

Advise if any charges

REPAIR CHARGE

EXCISE

TAX

INSURANCE

UPS

PARCEL POST

TOTAL

38.00

CUSTOMER CONCERN

AMMO

FUNCTION

FINISH

ACCURACY

FIT

INSPECT

CYCLE

A1

TRIGGER GROUP

BOLT ASSY.

BARREL ASSY.

REC. ASSY.

WOOD

METAL

*Firearm firing twice - delayed once
advise of any charge for repair.**Satisf*

MAIN FAULT

*Unable to duplicate customer concern as usual. Took
trigger assy. apart and found sear was gummed up
with old solidified - trigger was also gummed up
Exchange trigger assy. at a special price strictly as a
gesture of good will.*

PARTS

COMMENTS

*trigger pull 3 1/2 to 4 LBS as spec.**firing pin assy. rusty**See owners manual for
proper care and maintenance.*

REPAIRMAN

PROOF

CLEAN

TEST

TARGET

PATTERN

GALLERY TESTER

DATE

DATE

DATE

DATE

DATE

OFFICE COPY

RD6925 REV. 11/96

PS 34537



STATE FARM
INSURANCE COMPANIES
HOME OFFICES - BLOOMINGTON, ILLINOIS

WAYNE A. DOLAN
Claim Specialist

10 Adams Avenue
Box 7905
Martinsburg, WV 25779-7905

Toll Free: 1 (800) 445-8818
Phone: (304) 526-6511
(304) 526-6500
Fax: (304) 523-8812

let the following problem
has prematurely fired twice as I'll
explain.

Prior to deer hunting season I was
shooting the rifle to check for accuracy
and the rifle went off as I chambered
a shell and returned the bolt to its
final rest position. The gun went off
at the very moment the bolt bottomed out
in its normal fire position. I didn't think
much of the matter, as I felt I possibly
had touched the trigger but I knew I had
not. I'd never had a problem with the rifle
until that instance and even after this
occurred I continued to fire a few
more shells with out incident.

During deer season while attempting
to shoot a buck the gun made a clunk
sound when I pulled the trigger which
caught me by surprise as the rifle had
never done that before. When I positioned
the rifle to chamber another shell the
gun went off just as I reached for the
bolt. The buck gave me a second chance
so I chambered another shell and just

as I returned the bolt to its final rest
position by firing it went off. After
this occurred I got out of my tree stand
and went to camp and got my 742
300 of.

I really like this rifle but I need
to feel that its safe to use. I own two
Remington rifles and one shotgun and
this is the first time I've encountered a
problem. Please do what is necessary to
correct the situation.

Thanks
Wayne A. Dolan
50 Township Rd. 1239
Proctorville, Oh. 45669

January 08, 1997

Remington Arms Co.
Arms Service Division
14 Hoefler Avenue
Ilion, NY 13357

RE: Serial #B6504803

Dear Sirs:

I am sending this Remington 700 ADL .243 cal for repair. I am sending this back for one of my customers of which has enclosed a letter to explain the repairs needed.

Please advise if there is any charge.

If you have any questions or need additional information, please feel free to contact me.

Sincerely,



Debbie Wise
Kit Carson's Inc
116 State Street
Proctorville, OH 45669