

File Number:	11261	Arms Service number:	5603691
Last Name:	TAYLOR	First Name:	ROBERT
Street:	208 PINE DRIVE	City:	WESTWEGO
State:	LA	Zip:	70094
Home Ph:		Home Ph:	
Work Ph:		Product Type:	F A T O
Type Concern:	JS	PI PD P S C	Concern Code:
Concern:	FIRED ON BOLT CLOSING		
Cause Code:	4040	Cause:	OTHER - UNSPECIFIED OR UNDETERMINED
Assigned To:	SUPRY	Classification:	UND UNJ UNC UND J
Settlement Details:	REPLACE FC UNDER WARRANTY		
Date Opened Rem:	02/08/1999	Date Opened by P/S:	02/10/1999
Date of Incident:		Date Closed:	02/11/1999
Date to Analysis:		Date from Analysis:	
Model:	700	Serial:	56-466264
RAMAC:	700	Litigation:	
Custody:		Pretigation:	
		Comments:	Could not duplicate customer concern - FC completely disassembled no fault found - Adjustment screws were altered - Check over rifle completely and install new FC as gesture of goodwill
Date of Modification:	11:46:27 AM	Date of Modification:	02/11/1999

RECEIVING AND ESTIMATING REPORT

COMMENTS

ORDER
R 99-03891INITIAL
RLP

CUSTOMER ORDER NO.

DATE RECEIVED

DATE OPENED

DATE CODE

SERIAL NUMBER

NEW SERIAL NUMBER

MODEL AND GRADE

02/02/99

02/08/99

DS 9-98

E6486264

700 243

SYN

ACCESSORIES

W/STUDS

FROM:

SHIP TO:

TAYLOR, ROBERT
208 PINE DRIVE
WESTWEGO

LA 70094

TAYLOR, ROBERT
208 PINE DRIVE
WESTWEGOLA
70094

CUST NO: 205010 C.D.D.L.

ACCOUNT NUMBER

ACCOUNT NUMBER N/C

9071501

WRITE ☐

PROM. DATE

ESTIMATED

VIA

UPS

GUN CONDITION

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

REPAIR CHARGE

EXCISE

TAX

INSURANCE

UPS

PARCEL POST

TOTAL

CUSTOMER CONCERN

AMMO

FUNCTION

FINISH

ACCURACY

FIT

INSPECT

CYCLE

A1

B1

TRIGGER GROUP

B2

E1

F1

BOLT ASSY.

B3

E2

F2

BARREL ASSY.

B4

D1

E3

F3

REC. ASSY.

B5

D2

E4

F4

WOOD

C1

D3

E5

F5

METAL

C2

MAIN FAULT

Could not duplicate Customers Concern

PARTS

COMMENTS

*Replace FC n/c
Repair as needed n/c*

REPAIRMAN

PROOF

CLEAN

TEST

TARGET

PATTERN

GALLERY MASTER

DATE

DATE

DATE

DATE

DATE

OFFICE COPY

RD6925 REV. 7/97

1-26-99

Robert Taylor
208 Pine Drive
Westwego, LA 70094
(504) 437-1014

To Whom it May Concern:

My name is Barry Beller and I am a Manager at Academy Sports & Outdoors in New Orleans, LA. A customer returned this firearm for repair on 1/26/99 with a set of detailed instructions as to what is wrong with the firearm. The firearm belongs to Mr. Taylor and I am serving as the "middle-man" for getting the firearm serviced. I am sending the firearm from our store address at #50 Westside North in Gretna, LA 70053. I have also included Mr. Taylor's address and phone number at the top of this letter. When the firearm is repaired, Could you please enclose a letter stating what was done to the firearm as requested by Mr. Taylor, along with the usual procedure of calling the customer with instructions on what is wrong. You can contact me @ (504) 363-8283 if Mr. Taylor is unavailable. I thank you for your help with this firearm and you may feel free to return to either Mr. Taylor's address or the Store's address. Again thanks for your help.

Barry Beller

Barry A. Beller, Manager

New Orleans La. 1-25-99

Attn Remington Arms. Repair Dept.

While testing my new Remington Model 700 Adl synthetic stock 243 Cal. serial # E-6486264 for function, I noticed that the sear would not hold the firing pin in the locked position while closing the bolt. (The action would not stay locked.) This malfunction happened numerous times while operating the action.

Upon further inspection of the sear and the firing pin head contact surfaces, I noticed that the contact surfaces were rounded excessively on the firing pin head, and the sear did not seem to engage the firing pin head with the proper amount of contact surface area.

This is a potentially dangerous situation, if the firing pin would fall while closing the bolt on a loaded cartridge.

Please change the sear and the firing pin head and do whatever is necessary to repair this rifle action and make it safe to operate.

Thank you