

Remington Arms Co., Inc.
Product Service
Legal Case #:4720

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
201818	9/1/2010	9/8/2010	9/8/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Orville D.	Dehart	2573 Wilderness Rd.	Bland	VA	24315		H n/a

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC & FSR				

Customer did not send correspondence w/gun. A CSR spoke w/customer & he stated that the rifle would fire on bolt closing & when switching safety. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM RUM	26269	G6207707	XV	12/18/2001 9:32:23 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WILLIAMS SHOOTERS SUPPLY		U			

CONCERN:FSR,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 - Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$79.73	9/9/2010				

9/9/10: Per Fred S. - Action is very dirty. Will follow down. Check over completely. Replace TPA, clean action, function test @ n/c - goodwill gesture. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/8/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	ACTION/TPA VERY DIRTY
Barrel	Description		26" 7MM RUM
	Date Code		XV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4720&Type=Case>

9/9/2010

	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	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Not Functioning	VERY DIRTY
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIGGER VERY DIRTY,PARTS WORK SLUGGISH,POSSIBLE DEBRIS BETWEEN TRIG AND CONNECTOR
	Pull	---Select---	1#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

DMS - Marlin Repairs

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System

BARBER - Kinzer PPS GAL RE 0010501

Repair Inquiry

Repair Number: **RE00201818** Serial: G5207707, Model 700, Center Fire Caliber 7
MM ULTRA MAG Produced 12/18/2001 Repairman: Charles Swanson
Verify Repair Status: Repairing 9/8/2010 9:40:06 AM

ADDRESS INFORMATION

Customer ☒ Received from Return To ☒ Received from

Name: **ORVILLE D. DEHART** **ORVILLE D. DEHART**

Address 1: **2573 WILDERNESS RD.** **2573 WILDERNESS RD.**

Address 2: PO Box:

City: **BLAND** **BLAND**

State: **VA** Zip Code: **24315** Country: **US** **VA** Zip Code: **24315** Country: **US**

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
9/7/2010 11:3...	Estimate	swensonch	Estimate Update	Status: Estimating	☐ Shipping Hold
9/8/2010 9:30...	Main	Travisbw	Repair Mainten...	Status: Estimating	☐ Interface Hold
9/8/2010 9:39...	Estimate	swensonch	Estimate Update	Status: PartsHold	☒ Estimate Sent
9/8/2010 9:40...	Repairing	System	Immediate SAP...		☒ Parts Received
9/8/2010 10:3...	Estimate	swensonch	Estimate Update	Status: Repairing	☐ Passed Inspection
9/8/2010 12:3...	Expedite	pencert	From: Repair Be...	To: Gallery	☐ Return as Received
					☐ Has Been Approved
					☐ Internal Repair

Current Status: **Repairing**
9/8/2010 9:40:06 AM
swensonch
Gallery
Repair Location: **ILN**
Current Location: **ILN**
Transfer Number:

Repair Search Refresh Close

suprfl ILN/Prod frmRepairMain D1102R7XPIL Wednesday, Sep 8 2010 9:50 PM

start Microsoft DMS - Desktop DMS - Marlin Rep...

RECEIVED
SEP 09 2010
BY:.....

