

Remington Arms Co., Inc.
Product Service
Legal Case #:4997

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213216	12/8/2010	11/5/2010	12/9/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Richter	3047 Ackerman Ave	Jamestown	PA	16134		C 724-456-2005 E mrr56@windstream.net

Incident Information

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

11/5/10 Per call from Richter, he has had his 700 fire when closing the bolt.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	6287	PJ	6/1/1962
Date Purchased	Where Purchased	Accessories	Original Owner			
	W L BAUMLER CO	TWO PIECE SCOPE BASE	U			

CONCERN:FBC

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
Per Ilion, replace trigger assm, clean at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	74.20	12/12/2010				

11/5/10 Emailing ARS.cm 12/12/10 Per Ilion, trigger assm set screws altered. Rifle receiver in a locked position and was disassembled to remove bolt. Replace TPA, clean and test fire under BLSM program price of \$20 + shipping. Emailed Richter results and repair cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 243 WIN
	Date Code		PJ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4997&Type=Case>

12/12/2010

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Abused; Functioning	BROKEN OFF
	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	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	
	Pull	---Select---	N/A
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

frmRepairMain - FGI Repairs

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

frmREInquiry - Repair Inquiry

Repair Number: RE00213216

Serial: 6287, Model: 700, Center Fire, Caliber: 243 WIN

Repairman:

Verify Repair:

Status:

New 12/8/2010 8:48:23 AM

ADDRESS INFORMATION

Customer		Received from	Return To	Received from	
Name:	MICHAEL RICHTER		MICHAEL RICHTER		
Address 1:	3047 ACKERMAN AVE		3047 ACKERMAN AVE		
Address 2:		PO Box:		PO Box:	
City:	JAMESTOWN		JAMESTOWN		
State:	PA	Zip Code:	16134	Country:	US

RFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/8/2010 8:4	New	valentds	Repair Added	
12/8/2010 8:4	Expedite	valentds	From Check In	To:
12/8/2010 10:	Update	valentds	Repair information change	
12/9/2010 2:2	Maint	Travisbw	Repair Maintenance	Status: New

- ☐ Shipping Hold
☐ Interface Hold
☐ Estimate Sent
☐ Parts Received
☐ Passed Inspection
☐ Return as Received
☐ Has Been Approved
☐ Internal Repair
☐ Exclude TATC

Current Status

New
 12/8/2010 8:48:23 AM
 valentds
 Repair Bench
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search

Refresh

Close

nagletj: LN/Prod

frmRepairMain

NAGLETJ

Thursday, Dec 9 2010

9:54 AM

start

frmRep...

9 Mic...

2 Int...

DMS - ...

Untitled...

9 Mic...

Part 5e...

M24A2

3:34 PM

15.70
 27. —
 35. —
 17.50
 1. —
 15. —
 111.20
 37
 74.20

RECEIVED
 DEC 10 2010
 3:34 PM

4997

November 5, 2010

Michael Richter
3047 Ackerman Ave
Jamestown, PA 16134
724-456-2005
Subject: #4997, Model 700

Serial
Number:

6287

Model: 700



RE00213216

Dear Mr. Richter,

Per our phone conversation, you should receive an email with your prepaid UPS ground shipping label for shipment of the firearm to our factory within the next 24-48 business hours. Please include a copy of this letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the box with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial 6287 .243 Win

T.A. Set + screws altered.
Rifle in locked position
+ was disasm. to remove bolt.
Replace TPA, clean + test fire
order \$20.00 + ship

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com


Remington.

www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	11/5/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA Email to him at: COORDINATOR mrr56@windstream.net TO MAIL		I WILL MAIL	
DESCRIPTION: <div style="text-align: center;">700</div> <div style="text-align: center;">E6313033</div>			

LABEL INFORMATION

MAIL LABEL TO:	Michael Richter 3047 Ackerman Ave Jamestown, PA 16134 Email to him at: mrr56@windstream.net
RETURN ITEM TO: Rem Product Service	

4XX596 NOV 8, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT HT 10.0 LBS
 TRACKING# 124XX5969065523674
 REF 1: MICHAEL RICHTER/CD/CM
 REF 2: 760/E6313033

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:
 DV 0.00 COD 0.00 SVC T/P USD
 DC 0.00 DCD 0.00 RS 1.00
 AH 0.00 PR 0.00 SD 0.00
 TOT PUB CHG 7.92 PUB+HANDLING 7.92



mrr56@windstream.net





