

Remington Arms Co., Inc.
Product Service
Legal Case #:5255

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212028	12/1/2010	12/1/2010	12/1/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Starks Sport Shop	---	Starks Sport Sh	119 W. Blackhawk Ave.	Prairie du Chien	WI	53821		W 608-326-2478

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

Dealer wrote in a note - he stated that customer brought gun in & told them the gun went off when he closed the bolt.
Customer's friends saw tv show & told him to send the gun in. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243	27355	G6801920	EC	10/3/2008 6:37:52 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WILLIAMS SHOOTERS SUPPLY		U			

Sear engagement screw adjusted outside of factory

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 TA - warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$79.73	12/13/2010				

Per Ilion - Could not duplicate concern. Did find the sear engagement screw had been adjusted outside of the factory.
Installing a new trigger assemb under warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/1/2010
	Product Type		RF
	Action Type		A

	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	Altered sear engagement screw position
Barrel	Description		24 inch Model 700 243 caliber
	Date Code		EC
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		Model 700
	Function	Like new; Functioning	
Sear	Lift	---Select---	not measured
	Notch	Like new; Functioning	
	Trigger	Condition	Abused; Functioning
Pull		---Select---	4.5 lbs
Altered		True	Sear engagement screw position altered
Sub-Assembly		M/700 Non-Bolt Lock	

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: **RE00212028** Serial: G6801920 Model 700 Center Fire Caliber 243 WIN Produced 10/03/2008 SKU: 27355 Repairman: Status: New 12/1/2010 8:08:16 AM

ADDRESS INFORMATION

Customer ☐ Received from **Return To** ☐ Received from

Name: STARKS SPORT SHOP

Address 1: 119 W. BLACKHAWK AVE.

Address 2: PO Box

City: PRAIRIE DU CHIEN

State: WI Zip Code: 53821 Country: US

State: WI Zip Code: 53821 Country: US

FFL: ☐

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/1/2010 8:08:16 AM	New	lpatall	Repair Added	
12/1/2010 9:30:00 AM	Expedite	supryfl	From: Check In	To: Repair B

☐ Shipping Hold ☐ Interface Hold

☐ Estimate Sent ☐ Parts Received

☐ Passed Inspection ☐ Return as Received

☐ Has Been Approved ☐ Internal Repair

☐ Exclude TATC

Current Status: New 12/1/2010 8:08:16 AM

lpatall

Repair Bench

Repair Location

ILN

Current Location

Transfer Number

supryfl - ILN/Prod

frmREInquiry

D1102R7XPIL

Wednesday, Dec 1 2010

2:31 PM

start

DMS - D:\ktp

DMS - Global Ser...

Inbox - Microsoft...

frmRepairMain - F...

3:05 PM

RECEIVED

DEC - 1 2010

BY:

5255

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: RE00212028 Serial: G6801920 Model 700 Center Fire Caliber 243WIN Produced 10/03/2008 SKU: 27355 Repairman: Status: New 12/1/2010 8:08:16 AM

Verify Repair

ADDRESS INFORMATION

Customer: STARKS SPORT SHOP Received from: STARKS SPORT SHOP Return To: STARKS SPORT SHOP
 Address 1: 119 W. BLACKHAWK AVE. PO Box: PO Box:
 Address 2: PO Box: PO Box:
 City: PRAIRE DU CHIEN PRAIRE DU CHIEN
 State: WI Zip Code: 53821 Country: US WI Zip Code: 53821 Country: US

FFL

Contact / Condition Problems Estimate History Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/1/2010 8:08:16 AM	New	lopata1	Repair Added	

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

Current Status
 New
 12/1/2010 8:08:16 AM
 lopata1
 Check In
 Repair Location
 ILN
 Current Location
 Transfer Number

Repair Search Refresh Close

supryfl ILN/Prod frmRepairMain D1102R7XPIL Tuesday, Nov 30 2010 2:53 PM

start DMS Desktop DMS Global Ser. Proxy Microsoft frmRepairMain F...

Could not duplicate concern
 did find the sear engagement screw
 had been re adjusted outside of the factory,
 Installing a new Trigger assembly
 under warranty.

TRED 12/1/10

Serial
Number

G6801920

Model: 700



RE00212028

Date

11-20-2010

THOMAS H. STRAKELJAHN

802 SHERIDAN CT.

LANCASTER, PA. 53813

Phone

608-723-2200

Stark's Sport Shop

119 W. Blackhawk Ave. Prairie du Chien, WI 53821

Phone: (608) 326-2478

We Are Pleased To Serve You (Please Remit)

1	Remington		
	700SPS 243win -		
	S# G6801920		
	Gun went off on its own		
	when Bolt was closed.		
	Sent to Remington		
	Dear Service,		
	Customer returned it to		
	me saying it went off by		
	itself when closing the bolt.		
	He had fired the gun many times		
	before and twice after when		
	it operated normally. But doesn't		
	trust it. Friends who saw him		
	said he should send it in. Please		
	repair and return asap.		
	Thank you,		

Date

12-20-2011

THOMAS HUGO STRAKELJAHN

802 SHERIDAN CT.

LANCASTER, PA. 53813

Phone

608-723-2200

Stark's Sport Shop

119 W. Blackhawk Ave. Prairie du Chien, WI 53821

Phone: (608) 326-2478

We Are Pleased To Serve You (Please Remit)

1	Remington		
	700SPS	519.00	
	243win.		
	S# G6801920		
	Scope	169.99	
	Mount	24.99	
	rails	27.99	
	Case	20.99	
	Ammo	52.50	
		812.46	
	Tax	44.69	
		857.15	