

Remington Arms Co., Inc.
Product Service
Legal Case #:10810

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
471470	10/16/2014	10/17/2014	10/17/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Carrolls Gun Shop	---	Carrolls Gun Sh	123 Carroll Rd.	Wharton	TX	77488		W (979) 532-3175 E carrollgun@sbeglobal.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
Trigger	Cause:4038	Could Not Duplicate Concern		
S	Accidentally Fired	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

Service Request# 177972 - CSR notes on the repair - "repair - CUSTOMER STATES THAT THE TRIGGER ACCIDENTALLY FIRED. NO HARM OR INJURY". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/2506 REM	27009	G7038656	LF	2/8/2011 1:54:36 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT (OH) CORPORATION	TWO PIECE BASE	U			

CONCERN: ACCIDENTAL DISCHARGE

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 Udon - Repair at n/c under recall						

Repair/Replacement Repair/Replacement
Cost Date
\$27

10/20/14; Per Ilion - Could not duplicate concern. Replace TA under recall at n/c & test fire. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B TRAVIS
	Exam Date		10/17/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 2506 REM
	Date Code		LF
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	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; Not Functioning	BINDS
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		

Receiver	Stock Condition	Slightly Worn; Functioning	SCRATCHES,DENTS,MARS
	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
	Bulged	False	
	Lift	---Select---	
Sear	Notch	Slightly Worn; Functioning	.012
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:(800) 243-9700/F:(336) 548-7801

www.remington.com

Page: 1

ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (8) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

Customer:

CARROLL'S GUN SHOP
123 CARROLL ROAD
WHARTON, TX 77488 US

Item Return To:

CARROLL'S GUN SHOP
123 CARROLL ROAD
WHARTON, TX 77488 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp. Date _____

Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____

Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Repair Number	Serial Number / Description	Date Received:	10/14/2014
RE00471470	G7038656	Estimate Date:	10/21/2014
	Model: 700 28-06 Caliber BOLT Action RIFLE MfgBy:	Date Printed:	10/29/2014
	Remington-USA		

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
U030 - TRIGGER UPDATE-XMP

Found

U030 - TRIGGER UPDATE-XMP
X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments

replace trigger assembly under recall at no charge and test fire

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)							
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc Amount
4000114	Service	SERVICE GR-SHIPPING & HANDLING (GUN REPA	1	Warranty	1	.00	0 .00
4000119	Service	SERVICE GR-TEST	1	Warranty	1	.00	0 .00

Sub Total: .00

Est Sales Tax: .00

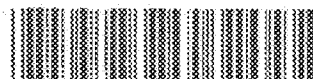
Grand Total: \$.00

Service Request

Remington

PO Box 700

Madison, NC 27025-0700



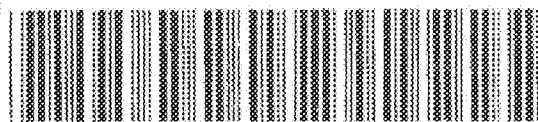
Parts and Repairs: P:800-243-9700/F:336-548-7801 www.remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

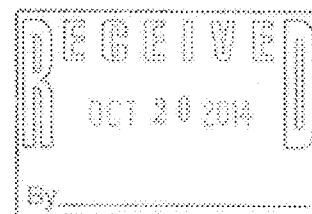
Request Number 177972	Serial Number / Description G7038656 700 CBL 25-06 REM 24"	Date of Request: 09/17/2014 Date Printed: 10/03/2014
Customer: CARROLLS GUN SHOP 123 CARROLL ROAD WHARTON TX 77488 US Email: carrollgun@SBCGLOBAL.NET	Destination: ARM Services 14 Hoefler Ave Bion NY 13357 US Email:	
Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If this is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.		
Reason for Return A_U030 - Trigger Update - XMP B_R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

TAG: X

Model: 700



RE00471470



could not dig. concern
Rep. T.A. and. REO HAT
N/C - Test Line

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If the item(s) are under warranty we will repair and return them. If the item(s) are not under warranty, you will be contacted with an estimate before work is performed. **Exception:** Estimates of \$75 or less will be serviced and returned via C.O.D. (cash on delivery) without notification, unless quote for all work is stated in the correspondence received.

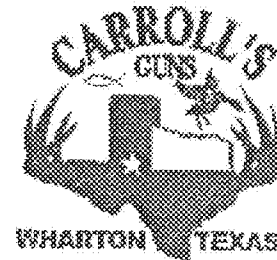
CARROLL'S GUN SHOP, INC.

123 Carroll Rd.

Wharton, Texas 77488

(979) 532-3175

(979) 532-2810 Fax



October 6, 2014

ARM Services

14 Hoefler Avenue

Ilion, New York 13357

Your Service Request Number 177972

Dear Sirs:

Enclosure: Remington 700 CDL, 25-06 cal. Rifle, Ser. #G7038656

Repair order: Please modify as per your recall.

Please note: Our customer had an accidental discharge.
Please examine.

Yours truly,

A handwritten signature in cursive script, appearing to read "Gloria Konvicka", is written in dark ink.

Gloria Konvicka



