

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8024

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
284940	10/9/2012	10/10/2012	10/10/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jarrell	Price	Box 164 Log Cabin Rd	Mocksville	NC	27028		H 336-492-6499 E jarrell.price@irco.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Damage to house	Cause:4038 Could Not Duplicate Concern			
S Fired when closing action	Concern:1008 Fired on Bolt Closing		Unknown	
C				

PI

PD Damage to house

Cause:4038 Could Not Duplicate Concern

S Fired when closing action

Concern:1008 Fired on Bolt Closing

Unknown

C

10/11/12 Per note on RE, wants safety modification. firearm went off when closed action. Price was contacted with the quote to replace the TPA at the BLSM program price and he stated that he should not have to pay and then mentioned who was going to pay for the damage to his house.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	B6263616	LB	2/2/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	J C PENNEY STATESVILLE NC		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
Replace TPA, clean, test at no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	66.44	10/11/2012				

10/11/12 Left message for Price to call me. Need more info on the property damage.cm 10/11/12 Mr. Price called and said when the rifle went off it shot through the side of the house. He only brought that up because he was told he would only pay about \$37 for the repair. He paid about \$37 for shipping the rifle in to us and thought that was all he would pay. When they called wanting \$37 for repair he felt he was misled and said he would pay it but who would pay for the damage to the house. He is not pursuing anything for the property damage, he only wants to have the rifle repaired and returned for no additional charge. I told him I would since there was a misunderstanding when the CSR explained initially. I verified that Price did pay the initial shipping.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/10/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		LB
	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; 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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	--Select--	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	--Select--	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

# Service Request

Marlin Service

PO Box 1873

Madison, NC 27025-1871



Parts and Repairs: P:800-544-8892 F:336-548-7801

www.marlinfirearms.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.

Service Request Number SR00030299		Serial Number / Description B6263616 Model 7995		Date of Request: 09 27 2012 Date Printed: 09 27 2012																	
Customer: JARRELL PRICE BOX 164 LOG CABIN ROAD MOCKSVILLE, NC 27028-US			Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US																		
Email: jarrell.price@sco.com			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 it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.																					
Reason For Return M240 - BOLT LOCK SAFETY MODIFICATION																					
Service Request Section wants safety modification. firearm went off when closed action																					
<table border="1"> <thead> <tr> <th>Material</th> <th>Type</th> <th>Description</th> <th>Qty Needed</th> <th>Warranty</th> <th>Price</th> <th>Disc</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td colspan="8"> <div style="display: flex; justify-content: space-between;"> <div> <p>Serial Number: B6263616</p> <p>Model: 700</p> <p>RE00284940</p> </div> <div> <p>could not duplicate concern duplca TPA, clean test under RCP Con \$ 20 +</p> </div> </div> </td> </tr> </tbody> </table>						Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	<div style="display: flex; justify-content: space-between;"> <div> <p>Serial Number: B6263616</p> <p>Model: 700</p> <p>RE00284940</p> </div> <div> <p>could not duplicate concern duplca TPA, clean test under RCP Con \$ 20 +</p> </div> </div>							
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<p>THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the</p> <div style="text-align: right;"> <p>Sub Total: .00</p> <p>Est Sales Tax: .00</p> <p>Grand Total: \$ .00</p> </div>																					

RECEIVED  
OCT 17 2012

BY: .....

# 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

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 (6) 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.

<b>Repair Number</b> RE00284940	<b>Serial Number / Description</b> B6263616 Model 700 Center Fire Caliber: 30 -06 SPRG	<b>Date Received:</b> 10/09/2012 <b>Estimate Date:</b> 10/10/2012 <b>Date Printed:</b> 10/10/2012
<b>Customer:</b> JARRELL PRICE BOX 164 LOG CABIN ROAD MOCKSVILLE, NC 27028 US		<b>Return To:</b> JARRELL PRICE BOX 164 LOG CABIN ROAD MOCKSVILLE, NC 27028 US

336-492-6499 jarrell.price@irco.com

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.

Reported	Problems Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

## Technician Comments

could not duplicate concern.replace trigger plate assm, clean and test fire under bolt lock program for \$20.00 + shipping

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
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000116	Service	GR-LABOR	20	Billable	20	1.00	0	20.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

Sub Total: 37.00  
Est Sales Tax: .00







