

Remington Arms Co., Inc.
Product Service
Legal Case #:9719

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
331345	12/18/2013	12/19/2013	12/19/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Bass Pro Shop		Bass Pro Shop	1935 S. Campbell Ave	Springfield	MO	65807		H 417-887-7334

Incident Information

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

Per letter from Bass Pro Shop, "This firarm's firing pin will not stay cocked when gun safety is in the fire position, When the bolt closes the firing pin falls." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84218	RR26369C	KH	5/28/2013 9:49:02 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTSMAN S DIST 902		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, check over, and test at 50% discount						

Repair/Replacement Cost	Repair/Replacement Date

12/20/13: Per Ilion, "could not duplicate concern. Trigger assembly set screws altered trigger return is sluggish. Can offer to replace trigger assembly check over and test fire at 1/2 cost." jbi 1/20/14: I called and left message requesting approval of quote for Heath King with BPS. jbi 1/21/14: I received call from Heath with BPS, he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/19/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 308 WIN HB
	Date Code		KH
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
Extractor	Stop	Like new; Functioning	
	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Like new; Functioning	
Safety	Bulged	False	
	Description		XMP SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	.010
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG RETURN IS SLUGGISH
	Pull	---Select---	6#
	Altered	True	SET SCREWS ALTERED

	Sub-Assembly	X-Mark Pro	
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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

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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.

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:

BASS PRO SHOPS
1935 S CAMPBELL AVE.
SPRINGFIELD, MO 65807 US

Item Return To:

BASS PRO SHOPS
1935 S CAMPBELL AVE.
SPRINGFIELD, MO 65807 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:
RE00331345	RR26369C	12/18/2013
	Model 700 Center Fire Caliber: 308 WIN	Estimate Date: 12/19/2013
		Date Printed: 1/21/2014

Problems

Reported

M100 - SEE CUSTOMERS LETTER
R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

could not duplicate concern.trigger assembly set screws altered trigger return is sluggish.can offer to replace trigger assembly
check over and test fire at 1/2 cost

Material	Type	ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.) Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F306371B	Part	700 XMP EA TRIG ASSB RH BLACK (OS)	1	Billable	1	119.00	50	59.50
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 88.00

Est Sales Tax: 2.51

Grand Total: \$90.51

26"
KH5/1:
6#
010

9719

Attn: Customer Service
Remington Arms Co.
14 Hoefler Ave.
Ilion, N.Y. 13357
800-243-9700

Bass Pro Shop #01
Attn: Gunsmith Dept.
1935 S. Campbell
Springfield, MO 65807

To whom it may concern,

Enclosed you will find a Remington Model 700 with serial number RR26369C. This firearm's firing pin will not stay cocked when gun safety is in the fire position. When the bolt closes the firing pin falls.

Please repair/service/inspect/test/warranty/replace.

Point of contact concerning this matter would be: Heath King @ (417) 891-5388 or (417) 887-7334 ext. 4212; or email - hdking2@basspro.com. Our shop hours are 9 am to 6 pm CST should further information be needed.

Thank you,

Heath King
Service Advisor
Gunsmith Shop

Serial
Number:

RR26369C

Model: 700



RE00331345

RECEIVED
DEC 20 2013

BY:

could not diag concern.
T.A. set screws w/lt. 7R19
Int. is sluggish. can often
to hyp. T.A. check over +
test at 1/2 cost.

Q

67477

Note: If there is not an Operations Manager or Operational Support Staff signature present on the form, shipment cannot be shipped and/or received. A copy of Firearms Worksheet must accompany each individual box and/or cage.

65019







