

Remington Arms Co., Inc.
Product Service
Legal Case #:9666

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
330531	12/11/2013	12/12/2013	12/12/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Keenan	Snyder	586 16th St Northeast	Thompson	ND	58278		H 970-631-2678 E keenansnyder@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S FBC	Concern:1008	Fired on Bolt Closing	Unknown	
C				

Per SR00065066 Service Request Section, consumer states that rifle fires upon closure of the bolt. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	84178	G6837818	AD	3/25/2009 1:15:59 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	HENRYS TACKLE LLC	TWO PIECE 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
Returning as received						

Repair/Replacement Cost	Repair/Replacement Date

12/13/13: Per Ilion, "trigger assembly has a partially dried and sticky lubrication residue causing parts to work sluggish. Can offer to replace trigger assembly, check over and test fire at 1/2 normal cost." jbi 1/13/14: I called and left message requesting a call back. I received call from Keenan Snyder, he requested that his gun be "returned as received." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/12/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		24" 3006 SPRG
	Date Code		AD
	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; Not Functioning	LITE RUSTING
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	

Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	DRIED LUBE RESIDUE,PARTS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	7#
	Altered	False	SEALANT PRESANT
	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

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.

Repair Number RE00330531	Serial Number / Description G6837818 Model 700 Center Fire Caliber: 30 -06 SPRG LH	Date Received: 12/11/2013 Estimate Date: 12/12/2013 Date Printed: 01/03/2014						
Customer: KEENAN SNYDER 586 16TH STREET NORTHEAST THOMPSON, ND 58278 US		Return To: KEENAN SNYDER 586 16TH STREET NORTHEAST THOMPSON, ND 58278 US						
Please Circle One: VISA MC DISCOVER Card No. _____ Exp.Date _____ Open Account: R _____ PO Number: _____								
Approval Signature: _____ Date: _____ Daytime Phone: (____) _____ Time to Call: _____								
<input type="checkbox"/> If you desire any change, please use the reverse side for your comments and mark this box.								
Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION		Problems Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION						
Technician Comments trigger assembly has a partially dried and sticky lubrication residue causing parts to work sluggish.can offer to replace trigger assembly,check over and test fire at 1/2 normal cost								
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
F306373B	Part	700 XMP EA TRIG ASSB LH BLACK (OS)	1	Billable	1	97.00	50	48.50
4000114	Service	GR-SHIPING & 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:	77.00
							Est Sales Tax:	2.43
							Grand Total:	\$79.43

PO BOX 100
Madison, NC 27025-0700

1 (800) 243-9700 FAX (336) 548-7801

2411
AD3/09
7#

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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.**

Service Request Number SR00065066	Serial Number / Description G6837818 Model 700 RIFLE	Date of Request: 10/21/2013 Date Printed: 10/21/2013
Customer: KEENAN SNYDER 586 16TH STREET NORTHEAST THOMPSON, ND 58278 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email: keenansnyder@yahoo.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
M993 - TRIGGER

Service Request Section
CONSUMER STATES THAT RIFLE FIRES UPON CLOSURE OF THE BOLT. INSPECT FOR SAFETY.

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:

G6837818

Model: 700



RE00330531

RECEIVED
DEC 13 2013

BY:

T.A has a dried + sticky lube residue causing parts to work sluggish. CAN offer to rep. T.A. check over + test at 1/2 cost.

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

Sub Total:	.00
Est Sales Tax:	.00
Grand Total:	\$.00

10/24/13

Print

Subject: Remington Arms Service Request SR00065066

From: Remington (customerservice@Remington.com)

To: keenansnyder@yahoo.com;

Date: Monday, October 21, 2013 2:50 PM

Please open the attached JPG files and follow their instructions for your Service Request SR00065066.







