

Remington Arms Co., Inc.
Product Service
Legal Case #:8942

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
311662	5/23/2013	5/29/2013	5/29/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charlie	Abramo	32 North Drive	Amherst	NY	14226		H 716-510-4350

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

Service Request# 52494 - Service Request Section: "States gun will fire when safety taken off". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	277114	KP	5/1/1967
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

CONCERN: FSR

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 - Quote to repair under BLM

Repair/Replacement Cost	Repair/Replacement Date
\$44	

5/31/13: Per Ilion - TA dirty & sticky. Parts bind & work sluggish. Replace TA, clean & test fire under BLM - quote. I will contact customer about quote. df 6/3/13: Spoke w/customer & went over exam. He will mail quote to us with appr & payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/29/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	

Barrel	Description		24" 7MM REM MAG
	Date Code		KP
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	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	Slightly Worn; Not 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	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY PARTS BIND AND WORK SLUGGISH COULD NOT GET TRIG TO MOVE
	Pull	---Select---	10+#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



2411
K75/6
104
100

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

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 SR00052494	Serial Number / Description 277114 Model	Date of Request: 05/07/2013 Date Printed: 05/07/2013
Customer: CHARLIE ABRAMO 32 NORTH DRIVE AMHERST, NY 14226 US		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US
Email: 716-510-4350		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

states gun will fire when safety is taken off

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Number: 277114
Model: 700



RE00311662

RECEIVED
MAY 31 2013

BY:.....

T.A. dirty + sticky. parts bind +
work sluggish. Rpt. TPA, clean
+ tune. BLP for 20 +

Q

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

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 RE00311662	Serial Number / Description 277114 Model 700 Center Fire Caliber: 7 MM REM MAG	Date Received: 05/23/2013 Estimate Date: 05/29/2013 Date Printed: 05/31/2013
Customer: CHARLIE ABRAMO 32 NORTH DRIVE AMHERST, NY 14226 US		Return To: CHARLIE ABRAMO 32 NORTH DRIVE AMHERST, NY 14226 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.

Reported	Problems Found
MI23 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION	MI23 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M238 - CLEAN & INSPECT (SAFETY PROGRAM ONLY) M240 - BOLT LOCK SAFETY MODIFICATION

Technician Comments
trigger assembly dirty, sticky parts bind and work sluggish. replace trigger assembly, 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: 2.59

Grand Total: \$39.59







