

## Remington Arms Co., Inc.

Product Service

Legal Case #:9758

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
337823	2/13/2014	12/31/2013	2/14/2014	12/28/2013			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Chandler	6788 Forrest Circle	Bartlett	TN	38135		H 901-486-9231

## Incident Information

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

12/31/13: I received call from James Chandler, he said that his gun fired on safety release. He said the safety was very hard to move and then when it did move, the gun fired. jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	N/A	6889475	OZ	7/24/1975

  

Date Purchased	Where Purchased	Accessories	Original Owner
	SERVICE MERCH 15 MEMPHIS TENN		Y

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 BLM						

  

Repair/Replacement Cost	Repair/Replacement Date
\$27	

12/31/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1582244. jbi 2/14/14: Per Ilion, "trigger assembly, dirty, sticky and rusty. Trigger is frozen to side plates. replace trigger assembly, check over and test fire under bolt lock program for \$20.00 + shipping." jbi 2/20/14: Left message with quote on customer's voicemail. Received call from customer, he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/14/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code		OZ
	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	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---	.007
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY, RUSTY TRIG IS FROZEN TO SIDEPLATES
	Pull	---Select---	10+#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	

# 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:

JAMES CHANDLER  
6788 FOREST CIRCLE  
BARTLETT, TN 38135 US

## Item Return To:

JAMES CHANDLER  
6788 FOREST CIRCLE  
BARTLETT, TN 38135 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

RE00337823

## Serial Number / Description

6889475

Model: 700 30-06 Caliber BOLT Action RIFLE MfgBy:  
Remington-USA

Date Received: 02/13/2014

Estimate Date: 02/18/2014

Date Printed: 2/19/2014

## Reported

R014 - Service Request

## Problems

## Found

U007 - REPLACE TRIGGER ASSEMBLY  
U008 - BOLT LOCK SAFETY MODIFICATION

## Technician Comments

trigger assembly,dirty,sticky and rusty.trigger is frozen to side plates. replace trigger assembly,check over 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: 2.22

Grand Total: \$39.22

# Remington®

72"  
027/7  
10+  
007

December 31, 2013

9758

James Chandler  
6788 Forrest Circle  
Bartlett, TN 38135  
Phone: 901-486-9231

## COPY

Ref # 9758, Model 700, Serial #6889475

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. A box will arrive separately.

**Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm.**

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
J.B. Irving  
Consumer Affairs Administrator  
Remington Arms Co, LLC / H&R  
Phone: 336-548-8684  
Fax: 336-548-7872

RECEIVED  
FEB 14 2014

BY:.....

Serial Number: 6889475

Model: 700



RE00337823

T.A. dirty, sticky + rusty. Trigger is  
Frozen to side plates. Rep. T.A.  
check over + test and BCP  
for 20 +

Q

## Service Request

## Remington Service

PO Box 700

Madison, NC 27025-0700

**ATTN: Product Service**



**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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

[illegible]

## ARS LABEL REQUEST FORM

<b>DATE:</b> 12/31/2013	<b>Service Request #</b> SR00072745
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> irvingjb	
<b>email address:</b> I will mail	

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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## LABEL INFORMATION

<b>MAIL LABEL TO:</b>	JAMES CHANDLER 6788 FOREST CIRCLE BARTLETT, TN 38135 US SR00072745  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b>  Arms Services



4XX598 JAN 2, 2014 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5989087601620  
 REF 1:SR00072745  
 REF 2:

HANDLING CHARGE 0.00  
 SINGLE - PIECE PUB RATE CHRG:  
 DV 0.00 COD 0.00 SVC T/P USD  
 DC 0.00 DGD 0.00 RS 0.50  
 AH 0.00 PR 0.00 SD 0.00  
 TOT PUB CHG 11.01 PUB + HANDLING 11.01

<b>ATTN: Product Service</b>	
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