

Remington Arms Co., Inc.
Product Service
Legal Case #:9582

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
332065	12/26/2013	12/2/2013	12/27/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Owen	Davis	1410 N. Willow St	LaGrande	OR	97850		H 541-550-6883

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S FSR	Concern:1007	Fired on Safe Release		
C				

12/2/13: I received call from Owen Davis, he said that about 3 weeks ago he was trying to unload his rifle and as he released the safety the gun fired. No injury. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	N/A	270563	CP	4/1/1967
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE,SLING	N			

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				
	\$29					

12/3/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1569596. jbi 1/3/14: Per Ilion, "trigger assembly dirty and set screws altered.trigger is not returning properly.replace trigger assembly,check over and test fire under bolt lock program for \$20.00 + shipping" jbi 1/13/14: I called and left message with quote. jbi 1/14/14: I received call from Owen Davis, he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	12/27/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	22" 3006 SPRG	
	Date Code	CP	
	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	
	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	
	Lift	---Select---	
		.009	

Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,SLING

Quotation

Estimating Report

Parts and Repairs: P/F:

Page: 1

~~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:

OWEN DAVIS
1410 N. WILLOW ST
LA GRANDE, OR 97850 US

Item Return To:

OWEN DAVIS
1410 N. WILLOW ST
LA GRANDE, OR 97850 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:	12/26/2013
RE00332065	270563	Estimate Date:	12/27/2013
	Model 700 Center Fire Caliber: 30 -06 SPRG	Date Printed:	1/8/2014

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Problems

Found

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
U008 - BOLT LOCK SAFETY MODIFICATION

Technician Comments

trigger assembly dirty and set screws altered. trigger is not returning properly. replace trigger assembly, che3ck 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: .00

Grand Total: \$37.00

Remington®

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CP4/61
2.54
009

December 3, 2013

Owen Davis
1410 N. Willow St.
La Grande, OR 97850
Phone: 541-550-6883

9582

COPY

Ref # 9582, Model 700, Serial 270563

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

Serial
Number:

270563

Model: 700



RE00332065

T.A. dirty + set screws A/T.
tag. not ret. properly.
lip T.A. check over rust
and BCP for 20 +

RECEIVED
JAN 03 2014

BY:

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 31906

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00069741	Serial Number / Description 270563 Model	Date of Request: 12/03/2013 Date Printed: 12/03/2013
Customer: OWEN DAVIS 1410 N. WILLOW ST LA GRANDE, OR 97850 US Email: <i>DAVISRANCH@QWEST.NET</i>	Destination: Arms Services 14 Hoefer Ave Ilion, NY 13357 US 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
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Product Service #9582. jbi

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

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

ARS LABEL REQUEST FORM

DATE: 12/03/2013	Service Request # SR00069741
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: irvingjh	email address: I will mail

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	OWEN DAVIS 1410 N. WILLOW ST LA GRANDE, OR 97850 US SR00069741 Email:
RETURN ITEM TO:	ILN Arms Services



4XX696 DEC 3, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX69690067174619
 REF 1:SR00069741
 REF 2:

HANDLING CHARGE 0.00		SVC	T/P	USD
SINGLE - PIECE PUB RATE CHRG:				
DV 0.00	COD 0.00	RS	0.50	
DC 0.00	DGD 0.00	SD	0.00	
AH 0.00	PR 0.00	SP	0.00	
TOT PUB CHG 14.29	PUB + HANDLING		14.29	

ATTN: Product Service







