

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9292

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
325961	10/30/2013	10/10/2013	10/31/2013	10/10/2013			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Billy	Fregia	2783 Neyland Rd.	Silsbee	TX	77656		C 409-782-4827

## Incident Information

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

10/10/13: Customer called in. He stated he was at a shooting range on 10/10/13 and had a FBC - no injury, no damage. He stated he has also had a FSR w/rifle. He said a gunsmith told him to call Remington because we have had problems with the M/700. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7mm-08 REM	25799	G6274184	WW	8/15/2002 12:41:55 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		U			

CONCERN: FBC,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 @ a discount						
	Repair/Replacement Cost	Repair/Replacement Date				

10/14/13: Customer called back w/serial # on rifle. I mailed ARS, letter, SR paperwork to customer. Box order# 1550526. df 11/1/13: Per Ilion - TA has a sticky lube residue causing parts to work sluggish. Can offer to replace TA, check over & test at 1/2 normal cost - quote. df 11/7/13: Left msg for cust. to call about quote. Customer called back & was upset that he received a quote. He stated that he read on the internet about issues w/the M/700 and if the gun ever went off again - he would take it to an attorney. As a gesture of goodwill I removed the shipping charge (\$17) and he approved the quote & paid with a credit card. I explained that the rifle would be back within factory

spec & he would need to keep it clean, well maintained & do not adjust the trigger outside of the factory. I mailed the customer a M/700 owners manual. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/31/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 7MM 08 REM
	Date Code		WW
	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	---Select---	

	Condition		
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	STICKY LUBE RESIDUE PARTS WORK SLUGGISH, WILL FOLLOW DOWN SOME LIT RUSTING
	Pull	---Select---	8#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-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](http://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.

<b>Repair Number</b> RE00325961	<b>Serial Number / Description</b> G6274184 Model 700 Center Fire Caliber: 7 mm-08	<b>Date Received:</b> 10/30/2013 <b>Estimate Date:</b> 10/31/2013 <b>Date Printed:</b> 11/06/2013
<b>Customer:</b> BILLY FREGIA 2783 NEYLAND RD. SILSBEE, TX 77656 US		<b>Return To:</b> BILLY FREGIA 2783 NEYLAND RD. SILSBEE, TX 77656 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.

<b>Reported</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	<b>Problems Found</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
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**Technician Comments**  
trigger assembly has a 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	
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH 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:** 5.20

**Grand Total:** \$82.20

# Remington®

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ww 8/0  
8th  
001

COPY

October 14, 2013

9292

Billy Fregia  
2783 Neyland Rd.  
Silsbee, TX 77656  
Phone: 409-782-4827

Ref # 9292, Model 700, Serial # G6274184

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. A rifle 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.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co, LLC  
Phone: 1-800-243-9700 ext 8686  
Fax: 336-548-7872

RECEIVED  
NOV 01 2013

BY:.....

G6274184

Model: 700



RE00325961

T.A. has a sticky lube residue  
causing parts to work slug.  
can often to up. T.A. check  
over - test at 1/2 normal  
cost.

Q

Remington Arms Company, LLC • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 32147

## Service Request

*Remington Service*  
PO Box 700

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.**

[illegible]

## ARS LABEL REQUEST FORM

<b>DATE:</b> 10/14/2013	<b>Service Request #</b> SR00064412
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> fulcherdm	
<b>email address:</b> I WILL MAIL LABEL	

<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>	BILLY FREGIA 2783 NEYLAND RD. SILSBEE, TX 77656 US SR00064412  Email:
<b>RETURN ITEM TO:</b>	ILN Arms Services



4XX596      OCT 14, 2013      ALL CURR USD      1 OF 1  
 SVC GNDCOM      ACT WT 10.0 LBS  
 TRACKING# 1Z4XXG989086874160  
 REF 1:SR00064412  
 REF 2:

<b>HANDLING CHARGE 0.00</b>		<b>SVC T/P USD</b>
<b>SINGLE - PIECE PUB RATE CHRG:</b>		
DV 0.00	COD 0.00	RS 0.60
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
<b>TOT PUB CHG 11.68</b>		<b>PUB + HANDLING 11.68</b>

<b>ATTN: Product Service</b>
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