

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9382

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
327952	11/18/2013	10/31/2013	11/20/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Paul	Lakey	100 Kim Ann	Lufkin	TX	75901		H 936-465-2629

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S FBC	Concern:1008	Fired on Bolt Closing		
C				

10/31/13: I received call from Paul Lakey, he said that his rifle will fire when the bolt is closed. jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	N/A	S6507804Z	BZ	1/24/2005 2:48:33 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	SPORTS SOUTH INC		Y

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
Per Ilion, offer to replace trigger assembly, check over, and test at 50% discount						

Repair/Replacement Cost	Repair/Replacement Date

10/31/13: Sending ARS, letter, and SR paperwork. box sent on SAP order 1557720. jbi 11/22/13: Per Ilion, "could not duplicate concern. Trigger assembly dirty and rusty. Can offer to replace trigger assembly, check over and test fire at 1/2 normal cost. Set trigger pull to min specs 3.5#." Customer called Consumer Service and approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	11/20/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	24" 270 WIN	
	Date Code	BZ	
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	STANDARD SAFETY	
	Function	Like new; Functioning	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	6#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-Bolt Lock	

# Quotation

## Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com

# Estimating Report

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

**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> RE00327952	<b>Serial Number / Description</b> S6507804Z Model 700 Center Fire Caliber: 270 WIN	<b>Date Received:</b> 11/18/2013 <b>Estimate Date:</b> 12/06/2013 <b>Date Printed:</b> 12/11/2013
<b>Customer:</b> PAUL LAKEY 100 KIM ANN LUFKIN, TX 75901 US	<b>Return To:</b> PAUL LAKEY 100 KIM ANN LUFKIN, TX 75901 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.

### Problems

#### Reported

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

#### Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

### Technician Comments

could not duplicate concern.trigger assembly dirty and rusty. can offer to replace trigger assembly,check over and test fire at 1/2 normal cost. set trigger pull to min specs 3.5#

**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
F305571B	Part	700 X-MARK PRO TRIG ASSB RH SILVER (OS)	1	Billable	1	97.00	50	48.50
4000114	Service	GR-SHIPPING & 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

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System 10/27/13

Repair Number: RE00327952 Serial: S6507804Z Model: 700 Center Fire Caliber: 270 WIN

Verify Repair

9382

Repairman: [Blank] Status: Nov 10/10/13 2:15:01 PM

ADDRESS INFORMATION

Customer: [Blank] Received from: [Blank] Return To: [Blank] Received from: [Blank]

Name: PAUL LAKEY Address 1: 100 KIM AVE Address 2: [Blank] PO Box: [Blank] City: KILPATRICK State: TX Zip Code: 75101 Country: US

Phone: [Blank] Fax: [Blank] Email: [Blank] Comments: [Blank]

Received Condition: [Blank] Good: [Blank] Condition: [Blank] Notes: [Blank] CSR: [Blank] Product Service # 3182 ps

Accessories Received: [Blank]

Repair Search Refresh Close

2411  
821/05  
6#  
.012

Transwin BLM/Prod FormRepairMain 10/27/13 Wednesday, Nov 20 2013 5:34 AM 11/20/2013

Serial Number: S6507804Z  
Model: 700



RE00327952

RECEIVED  
NOV 22 2013

BY: .....

could not sup. concern.  
T.R. dirty & rusty. CAN  
offer to sup T.R. checkmate  
& rest at 1/2 cost.

Q

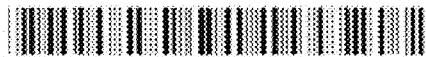
## ARS LABEL REQUEST FORM

DATE: 10/31/2013	Service Request #: SR000066175
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: [REDACTED]	email address: 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>	PAUL LAKEY 100 KIM ANN LUFKIN, TX 75901 US SR000066175  Email:
<b>RETURN ITEM TO:</b>	ILN Arms Services



4KK506 OCT 31, 2013 ALL CURR USD 1 OF 1  
 SVC ONDCRM ACT WT 10.0 LBS  
 TRACKING# 12AKK5069067764839  
 REF 1:SR000066175  
 REF 2:

HANDLING CHARGE 0.00		SVC 1/P USD
SINGLE-PIECE PUB RATE CHRUS:		
OV 0.00	COS 0.00	RS 0.00
OC 0.00	DGS 0.00	SD 0.00
OH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 11.65	PUB-HANDLING	11.65

<b>ATTN: Product Service</b>	
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