

Remington Arms Co., Inc.
Product Service
Legal Case #:8981

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
313109	6/10/2013	6/11/2013	6/11/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Law Enforcement Supply		Law Enforcement	4356 Arno Rd	Franklin	TN	37064		E lawenforcementsupply@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			
S	Fired when taking off safety Concern:1007 Fired on Safe Release		Unknown	
C				

6/14/13 Per note with rifle, Discharges when the safety is taken off safe. Happened twice.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25791	B6495008	AE	3/1/1984
Date Purchased	Where Purchased	Accessories	Original Owner			
	ALA PAPER BIRMINGHAM AL	TWO PIECE BASE	U			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, offer to replace TPA, clean and test at 1/2 normal cost						
Repair/Replacement Cost	Repair/Replacement Date					

6/14/13 Per Ilion, could not duplicate concern. Trigger assm dirty and rusty. Can offer to replace TPA, clean and test at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/11/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		AE
	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	METAL HAS HAD A CAMO FINISH PUT ON
	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---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY AND RUSTY
	Pull	---Select---	5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



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.

22 11
AE 3/8
S
011

Service Request Number SR00053360	Serial Number / Description B6495008 Model 700 RIFLE Caliber: 270	Date of Request: 05/20/2013 Date Printed: 05/20/2013								
Customer: LAW ENFORCEMENT SUPPLY 4356 ARNO ROAD FRANKLIN, TN 37064 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US									
Email: LAWENFORCEMENTSUPPLY@COMCAST.NET										
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 M240 - BOLT LOCK SAFETY MODIFICATION										
Service Request Section CUSTOMER SAID THAT THE FIREARM FIRED TWICE ON THEM										
<table border="1"><thead><tr><th>Material</th><th>Type</th><th>Description</th><th>Qty Needed</th><th>Warranty</th><th>Price</th><th>Disc</th><th>Amount</th></tr></thead></table>			Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount			
Number: B6495008 Model: 700 RE00313109			RECEIVED JUN 12 2013 BY: _____ could not duplicate concern. T.A. dirty + rusty. CAN offer To Mr. TPA, clean test at 1/2 normal cost.							
THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the			Sub Total: .00 Est Sales Tax: .00 Grand Total: \$.00							

LAW ENFORCEMENT & SECURITY SUPPLY

P.O. BOX 681666, TENNESSEE 37068, (615) 390-7810

REMINGTON ARMS

06-03-13

ATTN: Repair

Re: Remington 700 safety/bolt upgrade

Here is a Remington 700 in .270 , serial # B6495008, that needs to have the safety looked at. I realize that the serial number does not support the claim that the rifle discharges when the safety is taken off safe, but that is what the customer says has happened , TWICE !

I have included a copy of my FFL for your records.

Please let me know what , if anything else you need from me.

Thanks

Roy Wiebush

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.

Repair Number RE00313109	Serial Number / Description B6495008 Model 700 Center Fire Caliber: 270 WIN	Date Received: 06/10/2013 Estimate Date: 06/11/2013 Date Printed: 06/14/2013						
Customer: LAW ENFORCEMENT SUPPLY 4356 ARNO ROAD FRANKLIN, TN 37064 US		Return To: LAW ENFORCEMENT SUPPLY 4356 ARNO ROAD FRANKLIN, TN 37064 US						
Please Circle One: VISA MC DISCOVER Card No. _____ Exp.Date _____ Open Account: R _____ PO Number: _____								
Approval Signature: _____ Date: _____ Daytime Phone: (____) _____ Time to Call: _____ <input type="checkbox"/> If you desire any change, please use the reverse side for your comments and mark this box.								
Problems <table border="1"><thead><tr><th>Reported</th><th>Found</th></tr></thead><tbody><tr><td>M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION</td><td>M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION</td></tr><tr><td>M240 - BOLT LOCK SAFETY MODIFICATION</td><td></td></tr></tbody></table>			Reported	Found	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M240 - BOLT LOCK SAFETY MODIFICATION	
Reported	Found							
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION							
M240 - BOLT LOCK SAFETY MODIFICATION								
Technician Comments could not duplicate concern. trigger assembly dirty and rusty. can offer to replace trigger assembly, clean 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-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:		4.62
						Grand Total:		\$81.62







