

Remington Arms Co., Inc.
Product Service
Legal Case #:9193

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
321052	9/13/2013	9/16/2013	9/16/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Mills	1609 Madison Dr	Deer Park	TX	77536		H 281-476-5226

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				

Per SR00059948 Service Request Section, "When consumer remove gun from safe to fire the gun fired." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	N/A	A6431663	AO	3/14/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	COTTER & CO DALLAS TX	SCOPE BASE,BOTTOM HALF RINGS	U			

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
Replace trigger assembly, check over, and test fire under bolt lock program for \$20.00 + shipping.						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$66					

9/18/13: Per Ilion, "trigger assembly dirty, sticky and rusty. Parts bind and work sluggish. Replace trigger assembly, check over and test fire under bolt lock program for \$20.00 + shipping." Attempted to call customer with quote, no answer and no voicemail. jbi 9/20/13: Customer called Consumer Service and approved quote with credit card. jbi

Examination[Remington/CF/BA]

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9193&Type=... 9/20/2013

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/16/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 308 WIN
	Date Code		AO
	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	Worn; Functioning	MARS SCRATCHES,DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
		Like new;	

	Function	Functioning	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,RUSTY.PARTS BINDING AND SLUGGISH
	Pull	---Select---	8.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF RINGS

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 RE00321052	Serial Number / Description A6431663 Model 700 Center Fire Caliber: 308 WIN	Date Received: 09/13/2013 Estimate Date: 09/16/2013 Date Printed: 09/18/2013						
Customer: CHARLES MILLS 1609 MADISON DR DEER PARK, TX 77536 US		Return To: CHARLES MILLS 1609 MADISON DR DEER PARK, TX 77536 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								
Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION	Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION							
Technician Comments trigger assembly dirty, sticky and rusty. parts bind and work sluggish. 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:								2.50
Grand Total:								\$39.50

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



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A03/
8.5
.006

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

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 SR00059948	Serial Number / Description A6431663	Date of Request: 08/26/2013 Date Printed: 08/26/2013
Customer: CHARLES MILLS 1609 MADISON DR DEER PARK, TX 77536 US	Destination: Arms Services 14 Hoefer Ave Ilion, NY 13357 US	
Email:	Email:	

9193

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

M240 - BOLT LOCK SAFETY MODIFICATION

Service Request Section

When consumer remove gun from safe to fire the gun fired.

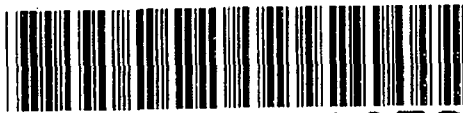
Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:

A6431663

Model: 700



RE00321052

RECEIVED
SEP 18 2013

BY: _____

T.A. dirty, sticky & rusty, parts
bind & work sluggish. Rg.
TPA, check over & test and BLP
son B. + R

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



