

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9738

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
334252	1/16/2014	12/26/2013	1/17/2014	12/22/2013			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Chris	Parmer	6060 Red Bluff	Pasadena	TX	77505		W 281-487-4085 C 713-851-7346 E chris@pasadenatrailer.com

## Incident Information

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

12/26/13: Customer called in. He stated he was using rifle on 12/22/13 & it fired on safe release - no damage, no injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6352089	DI	9/1/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	DEL MAR CORPUS CHRISTI TX		Y			

CONCERN: FSR, 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 - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29					

12/26/13: Mailed ARS, letter, SR paperwork. Box order# 1580566. df 1/18/14: Per Ilion - Could not duplicate concern. TA dirty & set screws altered. Replace TA, check over & test under BLM - quote. On 1/17/14, the customer spoke w/a CSR & apprvd/paid quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/17/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		DI
	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		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 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

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:

CHRIS PARMER  
6060 RED BLUFF  
PASADENA, TX 77505 US

### Item Return To:

CHRIS PARMER  
6060 RED BLUFF  
PASADENA, TX 77505 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>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>	01/16/2014
RE00334252	A6352089	<b>Estimate Date:</b>	01/17/2014
	Model: 700 30-06 Caliber BOLT Action RIFLE MfgBy:	<b>Date Printed:</b>	2/7/2014
	Remington-USA		

### Problems

#### Reported

R014 - Service Request

#### Found

U007 - REPLACE TRIGGER ASSEMBLY  
U008 - BOLT LOCK SAFETY MODIFICATION

### Technician Comments

could not duplicate concern. trigger assembly dirty and set screws altered. replace trigger assembly, check over and test fire under bolt lock program for \$20.00 + shipping

Material	Type	ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.) 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

**PAID**  
1/17/14

Sub Total: 37.00

Est Sales Tax: 2.50

Grand Total: \$39.50

# Remington®

22"  
DI 9/2  
2.5"  
100c

COPY

December 26, 2013

9738

Chris Parmer  
6060 Red Bluff  
Pasadena, TX 77505  
Phone: 713-851-7346

Ref # 9738, Model 700, Serial #

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. The shipping label is for a UPS Hub or UPS Terminal. A shipping box will arrive separately.

**Please include a copy of this letter, form and service request to put inside the shipping container. The letter, form 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".**

I hope this action will keep you a loyal Remington customer.

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

RECEIVED  
JAN 18 2014

BY: .....

Serial Number: A6352089

Model: 700



RE00334252

could not dup. concern.  
T.A. dirty + set screws off.  
up. T.A. check over + test  
und BCP Con 20 +

Q

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

PS 33411

# 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](http://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.**

<b>Service Request Number</b> SR00072000	<b>Serial Number / Description</b> Model 700 Center Fire Caliber: 3006	<b>Date of Request:</b> 12/26/2013 <b>Date Printed:</b> 12/26/2013
<b>Customer:</b> CHRIS PARMER 6060 RED BLUFF PASADENA, TX 77505 US	<b>Destination:</b> Arms Services 14 Hocfler Ave Ilion, NY 13357 US	
<b>Email:</b>	<b>Email:</b>	

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 # 9738. dmf

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

<b>Model Number:</b> 700 BDL		<b>Serial Number:</b> A6352089	
<b>Name:</b> Chris Parmer		<b>Date of Purchase:</b> Xmas Gift mid/LATE 70's	
<b>Address (no PO Boxes):</b> 6060 Red Bluff			
<b>City:</b> <del>Pasadena</del> Pasadena		<b>State:</b> TX	<b>Zip:</b> 77505
<b>Phone (Daytime):</b> 713-851-7346		<b>Fax:</b> 281-487-7709	
<b>E-mail Address:</b> chris@pasadena-trailer.com			
<b>Please describe your problem:</b> <p>Gun has fired twice on two different times. Both times were different. Once when I fired a shot + worked the bolt for a 2nd shot it fired. The next time it fired when I took the gun off safety. When this happened the shell would not eject until I worked the bolt several times</p>			
500 characters left			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<p><b>WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</b></p> <p>:: Record the serial number of your firearm before sending it.          :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)          :: Remove all accessories from your firearm to prevent loss or damage.  <del>:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</del></p>			

Use our  
UPS label



United States

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## Tracking Detail

Rifle Box

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1Z1148130300683769

Updated: 01/07/2014 2:22 P.M. Eastern Time

## On Vehicle for Delivery Today

Scheduled For Early Delivery On:  
Tuesday, 01/07/2014, By End of Day  
Originally Scheduled For Delivery On:  
Wednesday, 01/08/2014, By End of Day

Last Location:  
Baytown, TX, United States, Tuesday, 01/07/2014

What time will your package  
be delivered to your home?  
Get **FREE** Delivery Windows  
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## Shipping Information

To:  
PASADENA, TX, US

## Shipped By

**UPS Ground**

## Additional Information

Shipped/Billed On: 12/30/2013  
Type: Package  
Weight: 1.60 lbs

## Shipment Progress

[What's This?](#)

Location	Date	Local Time	Activity
Baytown, TX, United States	01/07/2014	8:16 A.M.	Out For Delivery
	01/07/2014	7:36 A.M.	Arrival Scan
Houston, TX, United States	01/07/2014	6:43 A.M.	Departure Scan
	01/07/2014	3:48 A.M.	Arrival Scan
Dallas, TX, United States	01/06/2014	11:40 P.M.	Departure Scan
Dallas, TX, United States	01/05/2014	6:49 P.M.	Arrival Scan
Hodgkins, IL, United States	01/03/2014	3:17 P.M.	Departure Scan
	01/03/2014	6:57 A.M.	Arrival Scan
East Syracuse, NY, United States	12/31/2013	1:51 A.M.	Departure Scan
East Syracuse, NY, United States	12/30/2013	8:37 P.M.	Origin Scan
United States	12/30/2013	3:03 P.M.	Order Processed: Ready for UPS

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## ARS LABEL REQUEST FORM

DATE:	12/26/2013	Service Request #	SR00072000
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	I WILL MAIL LABEL

**Business:**

Remington Service  
PO Box 700  
Madison, NC 27025-0700  
[www.Remington.com](http://www.Remington.com)

## LABEL INFORMATION

MAIL LABEL TO:	CHRIS PARMER 6060 RED BLUFF PASADENA, TX 77505 US SR00072000  Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 26, 2013 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969066031588  
REF 1: SR00072000  
REF 2:

HANDLING CHARGE 0.00	
SINGLE-PIECE PUB RATE CHRG:	
DV 0.00	COD 0.00
DC 0.00	DGD 0.00
AD 0.00	PR 0.00
TOT PUB CHG 12.98	PUB+HANDLING 12.98

SVC T/P USD
RS 0.50
SD 0.00
SP 0.00

ATTN: Product Service











