

Remington Arms Co., Inc.  
 Product Service  
 Legal Case #:9359

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
329684	12/5/2013	10/28/2013	12/6/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jim	Parrish	34780 Hwy 58	Eugene	OR	97405		C 541-954-0549

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired without touching the trigger	Unexplained Discharge Safe OFF	Unknown	
C	Concern:1006			

10/28/13: I received a call from Jim Parrish, he stated that he had closed the bolt on a round and then went to put the safety back on and the rifle fired when he touched the safety. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	N/A	6667968	RX	11/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner			
	BASCHE & SAGE BAKER OR	SCOPE BASE,BOTTOM HALF RINGS	N			

CONCERN:DELAYED FIRING

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Hornady	/	17 HMR				
Concern	Other	Factory	Reload			
999:My Gun Blew Up		Y	N			

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**

\$22

10/28/13: Sent ARS, letter, and SR paperwork. jbi 11/13/13: I received voicemail from Jim Parrish, he requested that a box be sent out. Box sent on SAP order 1562319. jbi 12/9/13: Per Ilion, "could not duplicate concern. Trigger assembly set screws altered. Replace trigger assembly, check over and test fire under bolt lock program for \$20.00+shipping." jbi 12/12/13: I called Jim Parrish, he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		RX
	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	Slightly Worn; Functioning	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG NOT RETURNING PROPERLY EXSESSIVE OVER TRAVEL
	Pull	---Select---	4.5#
	Altered	True	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

# 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> RE00329684	<b>Serial Number / Description</b> 6667968 Model 700 Center Fire Caliber: 7 MM REM MAG	<b>Date Received:</b> 12/05/2013	<b>Estimate Date:</b> 12/06/2013
		<b>Date Printed:</b> 12/09/2013	
<b>Customer:</b> JIM PARRISH 34780 HWY 58 EUGENE, OR 97405 US		<b>Return To:</b> JIM PARRISH 34780 HWY 58 EUGENE, OR 97405 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.

Reported	Problems Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments**  
 could not duplicate concern.trigger assembly set screws altered.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
F305572B	Part	700 X-MARK PRO TRIG ASSB LH 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

**Sub Total:** 37.00  
**Est Sales Tax:** .00  
**Grand Total:** \$37.00

# Remington®

2411  
RX 11/73  
4.5  
.008

October 28, 2013

9359

Jim Parrish  
34780 Hwy 58  
Eugene, OR 97405  
Phone: 541-954-0549

Ref # 9359, Model 700, Serial# 6667968

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

**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.

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

Sincerely,  
J.B. Irving  
Consumer Affairs Administrator  
Remington Arms Co, LLC  
Phone: 336-548-8684  
Fax: 336-548-7872

RECEIVED  
DEC 09 2013

BY:.....

Number:

6667968

Model: 700



RE00329684

could not disp. concern.  
T.A. set screws A/H.  
dep. T.A. check out + test  
and BCP for 20 +

Q

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

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.**

<b>Service Request Number</b> SR00065789	<b>Serial Number / Description</b> 6667968 - <i>LH</i> Model 700 Center Fire	<b>Date of Request:</b> 10/28/2013 <b>Date Printed:</b> 10/28/2013
<b>Customer:</b> JIM PARRISH 34780 HWY 58 EUGENE, OR 97405 US		<b>Destination:</b> Arms Services 14 Hoefler 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 # 9359

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	
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.								<b>Sub Total:</b> .00 <b>Est Sales Tax:</b> .00 <b>Grand Total:</b> \$ .00

## ARS LABEL REQUEST FORM

<b>DATE:</b> 10/28/2013	<b>Service Request #</b> SR00065789
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> irvingjb	<b>email address:</b> 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>	JIM PARRISH 34780 HWY 58 EUGENE, OR 97405 US SR00065789  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services



<b>ATTN: Product Service</b>
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