

Remington Arms Co., Inc.
Product Service
Legal Case #:9371

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
332493	1/2/2014	10/30/2013	1/3/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bill	Perkins	32838 Old Bunker Hill Rd	Saint Helens	OR	97051		H 503-314-1894

Incident Information

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

10/30/13: I received call from Bill Perkins, he stated that he has 2 Model 700 rifles that will fire when the bolt is closed. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	N/A	E6776182	WV	8/28/2001 8:02:13 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	ACUSPORT (MT) CORPORATION	SCOPE BASE	U

CONCERN: FBC,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
Per Ilion, replace trigger, check over, and test at 50% discount						

Repair/Replacement Cost	Repair/Replacement Date

10/30/13: Sending ARS, letter, and SR paperwork for both guns. jbi 1/7/14: Per Ilion, "could not duplicate concern. To restore confidence in rifle can offer to replace trigger assembly ,check over, and test fire at 1/2 cost." jbi 1/9/14: I received call from Bill Perkins, he was not happy with the quote. I removed the shipping charges as a goodwill gesture. jbi 1/17/14: I received call from Bill Perkins, he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/3/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN
	Date Code		WV
	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	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	4#

	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

Quotation

Estimating Report

Parts and Repairs: P/F:

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:

BILL PERKINS
32838 OLD BUNKER HILL RD
SAINT HELENS, OR 97051 US

Item Return To:

BILL PERKINS
32838 OLD BUNKER HILL RD
SAINT HELENS, OR 97051 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.

Repair Number	Serial Number / Description	Date Received:	01/02/2014
RE00332493	E6776182	Estimate Date:	01/09/2014
	Model 700 Center Fire Caliber: 243 WIN	Date Printed:	1/10/2014

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

could not duplicate concern to restore confidence in rifle can offer to replace trigger assembly, check over and test fire at 1/2 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	99.91	50	49.96
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0	.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 61.46

Est Sales Tax: .00

Grand Total: \$61.46

Remington®

20"
4#
WU 8/c
.014

October 30, 2013

Bill Perkins
32838 Old Bunker Hill Rd
Saint Helens, OR 97051
Phone: 503-314-1894

9371

Ref # 9371, Model 700

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
JAN 07 2014

BY:.....

Serial
Number:

E6776182

Model: 700



RE00332493

could not disp concern
to restore confidence in
offer to up T.A. checkover
& test at 1/2 cost

Q

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

[illegible]

ATTN: Product Service

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

[illegible]

ARS LABEL REQUEST FORM

DATE:	10/30/2013	Service Request #	SR00066063
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	irvingjb	email address:	I will mail

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:	BILL PERKINS 32838 OLD BUNKER HILL RD SAINT HELENS, OR 97051 US SR00066063 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 OCT 30, 2013 ALL CURR USD
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067400730
REF 1:SR00066063
REF 2:

1 OF 1

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE	CHRG:	SVC T/P USD
DV 0.00	COD 0.00	RS 0.60
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 14.29	PUB+ HANDLING	14.29

ATTN: Product Service







