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Remington Arms Co., Inc. Product Service Legal Case #:9159

Case Info	rmation										
			D (O				т.		n T.	* */	
RE#	Date Ope		Date Open		Date Clo		inci	dent Date	Pre Lit	Lit	Obsolete
319617	9/3/201	3	9/4/20	13	9/4/201	3					
Customer Information											
Туре	Business	First Name	Last Name	Street	City	State	Zip	Age	Con	tact	
Reporter	Kings Firearms and More		Kings Firearms	505 N. Garden St.	Columbia	TN	3 8 401		W 931-5 I @kingsfirear	3	
Incident		Elmer	Riggs						H 931-2	24-58	75
Incident I	nformation										
Clai	ims		Cod	es		Ren	air Es	t. Medica	I Treatment	t Med	lical Status
PI						r					
PD S FSR FBC	and	use:4038 ncern:10	Could N 07 Fired on	1	ate Concern case	I		Ur	known		
С											
Per SR00059946 Service Request Section, "gun fires when you move the safety." Per Repair Ticket #509 from King's Firearms and More, "it would fire when the safety to the firing position or when the bolt was chambering a round with the safety in firing position. This happened on several occasions while hunting and target shooting." jbi											
			Type		Model/(` _		SKU	Serial	Bbi.	DOM
Mf	•		Туре						E6405891		10/9/1997
Remin	igion		CF/BA		700/3006 S	PK(r	4	25773	P.0403891	E K	+++/u//uu/
D-4. P	<u> </u>	\$\$/L ·								LIC	10/9/1991
Date Pur	rchased		re Purchase T CORPOR	. –	Accessor			nal Owner U		LIC	10/9/1971

CONCERN:FBC, FOS

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
Offer to replace trigger assembly, clean, and test at 50% discount						
~	Repair/Replacement Cost	Repair/Replacement Date				

9/5/13: Per Ilion, "could not duplicate concern. Trigger assembly dirty and rusty. Can offer to replace trigger assembly, check over and test fire at 1/2 normal cost." jbi 9/6/13: I called dealer with the quote. It was approved with a credit card. jbi

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9159&Type=C... 9/6/2013

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date	1	9/4/2013
Examination	Product Type	Ĩ	RF
	Action Type	ו	A
	Assigned To	1	S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
	Description		22" 3006 SPRG
	Date Code	Ī	ER
	Bore Plugged	False	
	Bulged	False	
Barrel	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Not Functioning	VERY WEAK SPRING
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	MARS, DENTS, SCRATCHES VERY ROUGH ON GRIP
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9159&Type=C... 9/6/2013

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	Bulged	False	
Safety	Description		STANDARD SAFETY
Salety	Function	Like new; Functioning	
	Lift	Select	.011
Sear	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
Trigger	Pull	Select	5.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-Bolt Lock	

Quotation

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Remington Service PO Box 700



Madison, NC 27025-0700 www.Remington.com

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 RE00319617	E64	<mark>ial Number / Descript</mark> i 05891 del 700 Center Fire Ca		G			Date Re Estimat Date Pr	e Date:	09/03/2 09/04/2 09/06/2	013
	140			0	n (T	Date I I	meeu.	07100/2	
505 N. GARE	ARMS AND M Den St. TN 38401 U					Irn To: KINGS FIREAR 505 N. GARDEI COLUMBIA, T	N ST.			
Please Circle One										
VISA MC	DISCOVER	Card No				Exp	.Date			
Open Account	t: R		PO Number:							
Approval Signatu	re:						_ Date:			
If you desire	e any change, p	lease use the reverse si		roblems	nark this t	00X.		<u> </u>		
Reported M123 - FORW M994 - FIRES		DUCT SERVICE FOR		Four		WARD TO PRO	DUCT SER	VICE FOR	INSPE	CTION
				ian Com						
could not duplica	te concern.trigg	ger assembly dirty and	rusty.can offer to r	eplace tri	gger assei	mbly,check over	and test fire	e at 1/2 norr	nal cost	
	EST	FIMATE (note: C.O.I	Shinning and H	andling	Charges a	are NOT Include	ed in this C)uote.)		
Material	Туре	Description	, -		Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F305570B 4000114 4000119	Part Service Service	X-MARK PRO 700 T GR-SHIPPING & HA GR-TEST				Billable Billable Billable	1 1 1	97.00 17.00 23.00	0	48.50 17.00 11.50
							Sui	b Total:		77.00
							Est	t Sales Tax:		4.62
							Gr	and Total:		\$81.62

Parts and Repairs: P:800-243-9700 F:336-548-7801 www.Remington.com is 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 formation will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. PLEASE TAIN THIS COPY FOR YOUR RECORDS. Price Request Number Serial Number / Description R00039916 E6405891 Model 700 RIFLE ustomer: KINGS FIREARMS AND MORE 505 N. GARDEN ST. COLUMBIA, TN 38401 US Email: sus an @kingsfirearms and more com for 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 prized and returned. If not, you will be contacted with an estimate before work is performed. Reason For Return 1994 - FIRES - SAFETY	•	ì	PO Box 700 Madison, NC 27025-0700	1 6 2 0 1 1 0 1 0 1 0 1 1 0 1 0 0 0 0 0 0 0 0	[]] 0001010100100100501085051148001040000000000	ц
Contains of Larry as publicles for our Service Department to address your your your your your your your your	Parts and Repairs: P:800-2	43-9700 F:336-548-7801	www.Remington.com		marting an article This	
Price Request Number Set Munder / Description E6005916 Model 700 REFLE Wided 700 REFLE Warranty Description COLUMBIA, TN 38-01 US Enail wide and entimes before work is performed. Date of Request: 08262013 Date Printed: 08262013 Date Pr	nformation will serve as a guid	eline for our Service Department to a	iew the cocument for accuracy and t address your specific concerns and p	to insure the services you are re rovide you with accurate and co	mplate service PLEASE	F
200059246 EA05591 Model 700 RFLE 212 Date Printed: 08262013 WINNER SUSS FREARMS AND NORE SUSN GARDENST. COLUMBLA, IN 13401 US 212 Destination: Anna Service 14 Hoeder Ave Ulos, NY 1337 US Email: using Gitsgefreemers andmore could currequest for service on the item(s) will be exclused by our requirement to determine if it is covered under our tearnety policy. If it is your firsam will be opared and estimate. If not, you will be contacted with an estimate before work is performed. Reason For Return 1994 - FIRES - SAFETY Warranty Price Disc Amount Strand Gordens S. Columbia, TN 3400 931-548-2256 for Info@disingdirexmension.com Before A columbia, TN 3400 931-548-2256 for Info@disingdirexmension.com<	RETAIN THIS COPY FOR Y	OUR RECORDS.				v
200059246 EA05591 Model 700 RFLE 212 Date Printed: 08262013 WINNER SUSS FREARMS AND NORE SUSN GARDENST. COLUMBLA, IN 13401 US 212 Destination: Anna Service 14 Hoeder Ave Ulos, NY 1337 US Email: using Gitsgefreemers andmore could currequest for service on the item(s) will be exclused by our requirement to determine if it is covered under our tearnety policy. If it is your firsam will be opared and estimate. If not, you will be contacted with an estimate before work is performed. Reason For Return 1994 - FIRES - SAFETY Warranty Price Disc Amount Strand Gordens S. Columbia, TN 3400 931-548-2256 for Info@disingdirexmension.com Before A columbia, TN 3400 931-548-2256 for Info@disingdirexmension.com<	Service Request Number	Serial Number / Description	101	Date of R	equest: 08/26/2013	
$\begin{array}{c} \begin{array}{c} \text{Defination}\\ \text{Firefarms and More}\\ \text{Solved Generals}\\ \text{Firefarms and More}\\ \text{Solved Generals}\\ \text{Firefarms and More}\\ \text{Solved Generals}\\ Solved G$	SR00059946	E6405891	915		•	
1995 N. GARDEN ST. 14 Hoedra Ave COLUMBIA, TN 39401 US Bina, TY 3357 US Email: uu @lingthreams addore com Email: coverse and evente on the lamb() will be voluesed by our repairman to determine if it is covered onder our varianty policy. If it is your fiream will be opported and externet. If not, you will be connected with an estimate before work is performed. coson For Return 1994 - FIRES SAFETY	Customer:					
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E6405891 Model: 700 T.D. dintytrusty, CAN offen to N.p. TPA, clechould + Dist of 1/2 NORMALEOST			ł	R.Y.		
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Sub Total: .00 Est Sales Tax: .00				Sub 1	otal: .00	1
Grand Total: \$.00						

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King's Firearms and More

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505 N Garden Street,Columbia,TN,38401 TEL:931-548-2255 FAX:931-548-2256

Repair Ticket: 509

Status: OPEN

Receipt No:

Date In: 8/26/2013	e In: 8/26/2013 Expected Completion Date:		Date Finished:		Date Pick	Date Picked Up:		
Name: Elmer Riggs			Dis	posed to:				
Address: 1551 Irwin Roa	ıd			Address:				
City: Lewisburg	State: TN	Zip: 37091	City:		State:		Zip:	
Serial # E6405891	Moc	lel: 700		Date Called Home:		e Phone:		
Description: Remington I	Model 700 Bolt Action 3	0-06 Rifle		Date Called Cell: Date Called Work:		k Phone:	e: 931-224-5875 e:	
Caliber: 30-06 Type: Rifle				Date Sent Email:				
The Following Was Red Other:	ceived From Custome	r With Repair Job:		ope: No Lens Cover: stomer's Ammo: No	No Case # Rounds: 0	: No	Sling: No	
Reported Problem Problem FIRE WHEN THE SAFE				CED			Estimate \$0.00	
Services Performe		In OOT FOLLING					ψ0.00	
Service Category	Procedure						Price	
Parts Used Part No	Descri	ption			· · · · · · · · · · · · · · · · · · ·	Qty	Unit Price	
					Services Si	ubtotal:	\$0.00	
Labor(Hours) 0	X Hourly Rate \$50.0	0			Parts Si	ubtotal:	\$0.00	
						Labor:	\$0.00	
Total Estimate:	\$	0.00			Shipping/Ha			
		.				Tax:	· · · · · · · · · · · · · · · · · · ·	
Repair Technician:				TOTAL CI	ARGED:		\$0.00	

Comments:

REMINGTON S/N# E6405891 MODEL 700 30-06. IT WOULD FIRE WHEN THE SAFETY TO THE FIRING POSITION OR WHEN THE BOLT WAS CHAMBERING A ROUND WITH THE SAFETY IN FIRING POSITON. THIS HAPPENED ON SEVERAL OCCASIONS WHILE HUNTING AND TARGET SHOOTING. HE SAID WITH 100 PERCENT ACCURACY THAT THE TIGGER HAS NOT BEEN ALTERED. HE PURCHASED IT NEW FROM A DEALER. TH FIREARMS OWNERS NAME IS ELMER (JUNIOR) RIGGS 931-224-5875. FIREARM IS RETURNING TO (MFG) REMINGTON REPAIR # SR00059946

I have received a copy of the estimate and authorize the	e work.
Customer Signature: Elmer Riggs	Date Signed

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Model Number: 700 ADL	Serial Number: E6405891							
Name: ELMER (JUNIOR) RIGGS	Date of Purchase: 12 YEARS Maybe 15 yr							
Address (no PO Boxes): 1551 IRWIN ROAD								
City: LEWISBURG	State: TN Zip: 37091							
Phone (Daytime): 931-224-5875	Fax:							
E-mail Address: jriggs@columbiatn).com							
WHEN HE CLOSES THE BOLT. IT W FIRING POSITION OR WHEN THE B SAFETY IN FIRING POSITION. TH WHILE HUNTING AND TARGET SHOO ACCURACY THAT THE TRIGGER HAS	REMINGTON S/N# E6405891 MODEL 700 30-06. THIS FIREARM WILL FIRE WHEN HE CLOSES THE BOLT. IT WILL FIRE WHEN THE SAFETY IS IN THE FIRING POSITION OR WHEN THE BOLT WAS CAMBERING A ROUND WITH THE SAFETY IN FIRING POSITION. THIS HAPPENED ON SEVERAL OCCASIONS WHILE HUNTING AND TARGET SHOOTING. HE SAID WITH 100 PERCENT ACCURACY THAT THE TRIGGER HAS NOT BEEN ALTERED. HE PURCHASED IT NEW FROM A DEALER. THE FIREARMS OWNERS NAME IS ELMER (JUNIOR) RIGGS 931-224-5875							
NOTE: Prior to shipping your fire services provided and estimated	•	pair Center for						
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. :: 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. :: 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.								
Print	Re	eset						







