

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

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
319617	9/3/2013	9/4/2013	9/4/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Kings Firearms and More		Kings Firearms	505 N. Garden St.	Columbia	TN	38401		W 931-548-2255 E info@kingsfirearmsandmore.com H 931-224-5875
Incident		Elmer	Riggs						

Incident Information

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

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

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25773	E6405891	ER	10/9/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT CORPORATION		U			

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

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/4/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		ER
	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	VERY WEAK SPRING
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	MARS,DENTS,SCRATCHES VERY ROUGH ON GRIP
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	

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

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

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	Serial Number / Description E6405891 Model 700 Center Fire Caliber: 30 -06 SPRG	Date Received: 09/03/2013 Estimate Date: 09/04/2013 Date Printed: 09/06/2013
Customer: KINGS FIREARMS AND MORE 505 N. GARDEN ST. COLUMBIA, TN 38401 US		Return To: KINGS FIREARMS AND MORE 505 N. GARDEN ST. COLUMBIA, TN 38401 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.

Problems	
Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M994 - FIRES -SAFETY	Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments
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

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	97.00	50	48.50
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 77.00
Est Sales Tax: 4.62
Grand Total: \$81.62

PO Box 700
Madison, NC 27025-0700

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

22"
ER 10/9
5.5x
.011

Service Request Number
SR00059946

Serial Number / Description
E6405891
Model 700 RIFLE

Date of Request: 08/26/2013
Date Printed: 08/26/2013

Customer:
KING'S FIREARMS AND MORE
505 N. GARDEN ST.
COLUMBIA, TN 38401 US

Destination:
Arms Services
14 Hoefler Ave
Ilion, NY 13357 US

Email: susan@kingsfirearmsandmore.com

Email:

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
M994 - FIRES - SAFETY

Service Request Section
GUN FIRES WHEN YOU MOVE THE SAFETY

KING'S
Firearms and More

505 North Garden St.
Columbia, TN 38401
931-548-2255 Office
931-548-2256 Fax
info@kingsfirearmsandmore.com

Qty
Needed

Warranty

Price Disc Amount

RECEIVED
SEP 05 2013

BY:

Serial
Number:

E6405891

Model: 700



RE00319617

could not dup. concern,
T.A. dirty & rusty. can
offer to rep. TPA, check out
& test at 1/2 normal cost.

he

Q

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

King's Firearms and More
 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		Expected Completion Date:		Date Finished:		Date Picked Up:	
Name: Elmer Riggs				Disposed to:			
Address: 1551 Irwin Road				Address:			
City: Lewisburg		State: TN	Zip: 37091	City:		State:	Zip:
Serial # E6405891		Model: 700		Date Called Home:		Home Phone: - -	
Description: Remington Model 700 Bolt Action 30-06 Rifle				Date Called Cell:		Cell Phone: 931-224-5875	
Caliber: 30-06		Type: Rifle		Date Called Work:		Work Phone: - -	
				Date Sent Email:			
The Following Was Received From Customer With Repair Job:				Scope: No		Lens Cover: No	
				Case: No		Sling: No	
Other:				Customer's Ammo: No		# Rounds: 0	
Reported Problem(s)							
Problem						Estimate	
FIRE WHEN THE SAFETY IS TURN OFF WITH OUT PULLING TRIGGER						\$0.00	
Services Performed							
Service Category		Procedure				Price	
Parts Used							
Part No		Description				Qty	Unit Price
Labor(Hours) 0 X Hourly Rate \$50.00						Services Subtotal: \$0.00	
						Parts Subtotal: \$0.00	
						Labor: \$0.00	
						Shipping/Handling: \$0.00	
						Tax: \$0.00	
Total Estimate: \$0.00						TOTAL CHARGED: \$0.00	
Repair Technician:							

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. THE 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 work.

Customer Signature: Elmer Riggs

Date Signed

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		
Please describe your problem: 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 41 characters left		
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.		
<p>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.</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. :: 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.</p> <p style="text-align: center;">Print Reset</p>		







