

Remington Arms Co., Inc.
Product Service
Legal Case #:9394

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
327471	11/13/2013	11/1/2013	11/14/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Phillip	Stark	272 Horseshoe Rd	Morgantown	WV	26508		H 304-680-2636

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S	FSR	Concern:1007	Fired on Safe Release	
C				

11/1/13: I received call from Phillip Stark, he stated that his gun will sometimes fire when he releases the safety. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	N/A	A6393559	XI	12/18/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	RICHARDSON BROWNSVILLE PA	TWO PIECE BASE	N			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, quote to repair BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$27					

11/1/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1557984. jbi 11/15/13: Per Ilion, "trigger assembly dirty, lite rusting and set screws altered. Replace trigger assembly, check over and test fire under bolt lock program for \$20.00 + shipping." jbi 11/15/13: I called and left message requesting approval of quote. jbi 12/16/13: I received call from Phillip Stark, he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/14/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 22-250 REM
	Date Code		XI
	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	Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	SOME RUSTING ON METAL UNDER STOCK
	Stock Condition	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---	.005
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,LITE RUSTING WILL FOLLOW DOWN
	Pull	---Select---	6#
			SET SCREWS ALTERED

	Altered	True	SEALANT MISSING
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

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

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 RE00327471	Serial Number / Description A6393559 Model 700 Center Fire Caliber: 22 -250	Date Received: 11/13/2013 Estimate Date: 11/14/2013 Date Printed: 11/15/2013
Customer: PHILLIP STARK 272 HORSESHOE RD MORGANTOWN, WV 26508 US		Return To: PHILLIP STARK 272 HORSESHOE RD MORGANTOWN, WV 26508 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	Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION

Technician Comments
trigger assembly dirty,lite rusting and set screws altered.replace trigger assembly,check over and test fire under bolt lock program for \$20.00 + ship ping

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	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

Sub Total: 37.00

Est Sales Tax: 2.22

Grand Total: \$39.22

Remington®

24"
X I 12/76
6#
.005

November 1, 2013

9394

COPY

Phillip Stark
272 Horseshoe Rd
Morgantown, WV 26508
Phone: 304-680-2636

Ref # 9394, Model 700, Serial # A6393559

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

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 / H&R
Phone: 336-548-8684
Fax: 336-548-7872

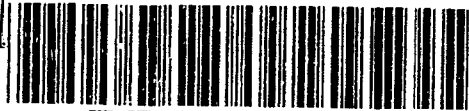
RECEIVED
NOV 15 2013

BY: _____

Serial
Number:

A6393559

Model: 700



RE00327471

T.A. dirty, like rusting + set
screws all. Mr. T.A. check
over + test and BLP
for 20 +

Q

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 33988

ARS LABEL REQUEST FORM

DATE: 11/01/2013	Service Request #: SR00066236
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: [redacted]	email address: lwill@mail

Business:

Remington Service
 PO Box 730
 Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

PHILLIP STARK
 372 HOBSENHOD RD
 MORGANTOWN, WV 26508 US
 SR00066236

Email:

RETURN ITEM TO:

ILN

Arms Services



6XX506 NOV 1, 2013 ALL CURR USD 1 OF 1
 SVC INOCUR NOT WT 10.0 LBS
 TRACKING 124XXSR00066236327
 REF 1: SR00066236
 REF 2:

ATTN: Product Service

HANDLING CHARGE 0.00		SVC 1/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COO 0.00	RS 0.00
DC 0.00	DDO 0.00	SD 0.00
RR 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.34	PUB-HANDLING	10.34



