

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9637

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
330006	12/6/2013	12/9/2013	12/9/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Perry's Gun Shop	---	Perry's Gun Sho	21 East 3rd St.	Wendell	NC	27591		W 919-365-4200
Incident		James	Wall	230 Money Tree Ln.	Knightdale	NC	27545		H 919-266-0185

## Incident Information

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

Dealer sent gun into Ilion w/note. Dealer stated "Gun fired when customer was closing bolt (shot through his house)". df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	27093	G6596740	WA	8/16/2006 11:53:14 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CSI SPORTS, LLC	TWO PIECE BASE	U			

CONCERN: FBC

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 - Quoted to repair, consumer refused, rifle returned to dealer						
	Repair/Replacement Cost	Repair/Replacement Date				

12/10/13: Per Ilion - Could not duplicate concern. To restore confidence in rifle, can offer to replace TA, check over & test at 1/2 cost - quote. df 12/30/13: No response on quote. I called store & spoke w/Jason. He will have someone call me back about quote. df 12/30/13: Mr. Wall, owner of the gun, called in. I went over our exam. He stated that he

[http://cps03sp01.remington.com:99/Remington\\_PSA/PrintDisplay.aspx?ID=9637&Type...](http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9637&Type...) 12/30/2013

would not pay the quote & asked for the gun to be returned. He asked what would we do if he accidentally shot someone. I mailed Mr. Wall an owners manual & the shooter safety rules. I emailed Ilion to return rifle to dealer. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/9/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 243 WIN
	Date Code		WA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#

Trigger	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.

<b>Repair Number</b> RE00330006	<b>Serial Number / Description</b> G6596740 Model 700 Center Fire Caliber: 243 WIN	<b>Date Received:</b> 12/07/2013 <b>Estimate Date:</b> 12/09/2013 <b>Date Printed:</b> 12/30/2013						
<b>Customer:</b> PERRY'S GUN SHOP 21 EAST 3RD ST WENDELL, NC 27591 US	<b>Return To:</b> PERRY'S GUN SHOP 21 EAST 3RD ST WENDELL, NC 27591 US							
<b>Please Circle One:</b> VISA MC DISCOVER Card No. _____ Exp. Date _____ Open Account: R _____ PO Number: _____								
<b>Approval Signature:</b> _____ <b>Date:</b> _____ <b>Daytime Phone:</b> (____) _____ <b>Time to Call:</b> _____								
<input type="checkbox"/> If you desire any change, please use the reverse side for your comments and mark this box.								
<b>Problems</b>								
<b>Reported</b> M100 - SEE CUSTOMERS LETTER M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	<b>Found</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION							
<b>Technician Comments</b> could not duplicate concern.to restore confidence in rifle can offer to replace trigger assembly,check over and test fire at 1/2 normal cost.								
<b>ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)</b>								
<b>Material</b>	<b>Type</b>	<b>Description</b>	<b>Qty Needed</b>	<b>Warranty</b>	<b>Qty From Inv</b>	<b>Price</b>	<b>Disc</b>	<b>Amount</b>
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
<b>Sub Total:</b>						77.00		
<b>Est Sales Tax:</b>						2.91		
<b>Grand Total:</b>						\$79.91		

www.perrysgunshop.com



GUN SHOP, INC.

21 E. Third St., P.O. Box 10, Wendell, NC 27591  
(919) 365-4200

9637

24"  
WAP/06  
4.5#  
.009

Remington

PHONE: 12/2/13

QUAN.	DESCRIPTION	AMOUNT
★	gun fired when customer was closing bolt (shot through his house)	
	Rem. 700 243	
	G6596740	
	G6596740	

RECEIVED  
DEC 10 2013

BY:.....

Serial Number  
G6596740

Model: 700



RE00330006

could not disp. concern  
to restore confidence in  
rifle can offer to  
Mr. T.R. checkout +  
test AT 1/2 cost

Q











