

Remington Arms Co., Inc.
Product Service
Legal Case #:9793

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
335334	1/24/2014	1/6/2014	1/27/2014	1/4/2014			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Barry	Bishop	200 West Girard Ave	Muscle Shoals	AL	35661		H 256-436-0212

Incident information

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

1/6/14: I received call from Barry Bishop, he said that his rifle has fired multiple times on safety release. He said the gun is only 13 months old. No injury. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	84643	RR45269A	WG	8/6/2012 10:06:32 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GANDER WAREHOUSE #1/Leban	YWG PIECE BASE	Y			

CONCERN: 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 fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$49					

1/7/14: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1587617. jbi 1/28/14: Per Ilion, to restore confidence in rifle will replace trigger assembly, check over and test fire at no charge." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/27/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270 WIN
	Date Code		WG
	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		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	

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

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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:

BARRY BISHOP
200 WEST GIRARD AVE.
MUSCLE SHOALS, AL 35661 US

Item Return To:

BARRY BISHOP
200 WEST GIRARD AVE.
MUSCLE SHOALS, AL 35661 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:	01/24/2014
RE00335334	RR45269A	Estimate Date:	01/28/2014
	Model: 700 270 Caliber BOLT Action RIFLE MfgBy:	Date Printed:	2/3/2014
	Remington-USA		

Problems

Reported

R014 - Service Request

Found

X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments

to restore confidence in rifle will replace trigger assembly, check over and test fire at no charge

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
F305572B	Part	700 X-MARK PRO TRIG ASSB LH BLACK (OS)	1	Warranty	1	1.00	0	1.00
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Warranty	1	1.00	0	1.00
4000119	Service	GR-TEST	1	Warranty	1	1.00	0	1.00

Sub Total: 1.00

Est Sales Tax: 1.00

Grand Total: \$ 2.00

Remington.

24
W68/1
34
101

COPY

January 7, 2014

9793

Barry Bishop
200 West Girard Ave.
Muscle Shoals, AL 35661
Phone: 256-436-0212

Ref # 9793, Model 700

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
JAN 28 2014

BY:.....

RR45269A

Model: 700



RE00335334

could not disp. concern.
To restore confidence, P
people will not T.R. check
owners rest at N/C
warranty

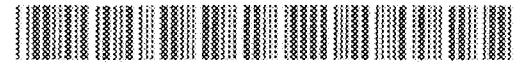
Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

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.**

Service Request Number Serial Number / Description
SR00073390

Date of Request: 01/07/2014
Date Printed: 01/07/2014

Customer:
BARRY BISHOP
200 WEST GIBBARD AVE
MUSCLE SHOALS, AL 35661 US

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

Email:

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

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Product Service # 9793, jbi

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00

Est Sales Tax: .00

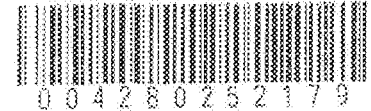
Grand Total: \$.00



Gander Mountain #428
340 Devilla Street
Florence, AL 35630
(256) 712-3067

12/7/12 6:14 PM
Trans.: 2179 Store: 00428
Reg.: 025 Till: 025
Cashier: 568509 Sales: 568509

SALE



GNE Model 700 ADL Scoped 479.99 T
047700846439 1 @ 479.99
Serial Number:
RR45269A

700 SP3;270 Win;24in Sld 579.99 T
047700841779 1 @ 579.99
Serial Number:
G7029157 84177

Pro-Plan Firearms Standa 29.99 N
400100050057 1 @ 29.99

Subtotal 1,089.97
Tax 90.10

Total 1,180.07

Cash 1,200.10

Total Tender 1,200.10

Change Due (20.03)

Thank you for visiting
Gander Mountain

Shop online at
www.GanderMtn.com

Customer Copy

ARS LABEL REQUEST FORM

DATE: 01/07/2014	Service Request # SR00073390
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: irvingib	email address: I will mail

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	BARRY BISHOP 200 WEST GIRARD AVE MUSCLE SHOALS, AL 35661 US SR00073390 Email:
RETURN ITEM TO:	ILN Arms Services



4XX590 JAN 7, 2014 ALL CURR USD 1 OF 1
 SVC GNDCCM ACT WT 10.0 LBS
 TRACKING# 124XX5969067401453
 REF 1:SR00073390
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COO 0.00	RS 0.50
DC 0.00	DCD 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 11.01	PUB+HANDLING	11.01

ATTN: Product Service



