

Remington Arms Co., Inc.
Product Service
Legal Case #:10634

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
460807	8/22/2014	8/25/2014	8/25/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Marsha	Furno	18285 Black Rd	Saegertown	PA	16433		H (814) 337-6008 E homeycat@windstream.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Unexplained Discharge - Safe on	Concern:1005	Unexplained Discharge Safe ON	Unknown
C				

Per note on repair, "Consumer claim gun fired without his finger on the trigger and the safety was on." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bhl.	DOM
Remington	CF/BA	700/22-250 REM	84373	G6728815	LC	2/18/2008 9:21:01 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT (OH) CORPORATION	TWO PIECE BASE	U			

CONCERN: 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	Cash Date
Per Ilion, replace trigger, check over and test fire at no charge					APV	APV

Repair/Replacement Repair/Replacement
Cost Date
\$27

8/26/14: Per Ilion, "replace trigger assembly, check over and test fire under recall at no charge."

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/23/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 22-250 REM
	Date Code		LC
	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---	.009

Feeding Test	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
	Condition	False	
	Pull	Slightly Worn; Functioning	
Trigger		---Select---	3#
	Altered	False	SEALANT
			PRESANT
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE

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 (5) 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:

Marsha Furno
18285 Black Rd
Saegertown, PA 16433 US

Item Return To:

Marsha Furno
18285 Black Rd
Saegertown, PA 16433 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:	08/22/2014
RE00460807	G6728815	Estimate Date:	08/25/2014
	Model: 700 22-250 Caliber BOLT Action RIFLE MfgBy:	Date Printed:	9/25/2014
	Remington-USA		

Problems

Reported

M070 - Fires On Safe
R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

R012 - Safety and function evaluation
U030 - TRIGGER UPDATE-XMP
X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments

replace trigger assembly, check over and test fire under recall 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
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	.00
4000119	Service	GR-TEST	1	Warranty	1	.00	.00

Sub Total: .00

Est Sales Tax: .00

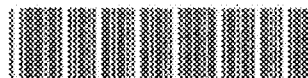
Grand Total: \$.00

Service Request

Remington

PO Box 700

Madison, NC 27025-0700

22
22/08
2
009

Parts and Repairs: P:800-243-9700/F:336-548-7801 www.remington.com

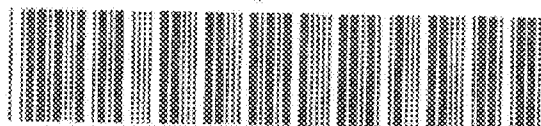
This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number 144795	Serial Number / Description G6728815 700 VTR 22-250 REM 22" <i>10634</i>	Date of Request: 07/22/2014 Date Printed: 08/13/2014
Customer: MARSHA FURNO 18285 BLACK ROAD SAEGERTOWN PA 16433 US Email: homeycat@WINDSTREAM.NET	Destination: ARM Services 14 Hoefler Ave Hion NY 13357 US 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 this is your firearm, will be repaired and returned. If not, you will be contacted with an estimate before work is performed.		
Reason for Return A_R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

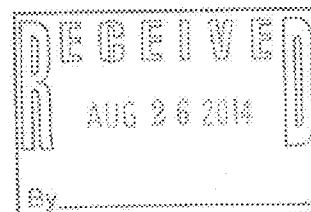
TAG: 8486

G6728815

Model: 700



RE00460807



could not dep. container
Rep. T.A. check over
rest and meet at
N/C

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 the item(s) are under warranty we will repair and return them. If the item(s) are not under warranty, you will be contacted with an estimate before work is performed. **Exception:** Estimates of \$75 or less will be serviced and returned via C.O.D. (cash on delivery) without notification, unless quote for all work is stated in the correspondence received.

Request ID: 12345

Request Type: Request

Request Status: Pending

Request Created: 2023-10-27 14:30:00

Request Last Modified: 2023-10-27 15:00:00

Request Description: Request for information regarding the status of the project.

Requester Name: John Doe

Requester Email: john.doe@example.com

Requester Phone: +1 123 456 7890

Request Details

Request Category: General Inquiry

Request Sub-category: Project Status

Request Priority: High

Request Assigned To: Jane Smith

Request Assigned Date: 2023-10-27 15:00:00

Request History

Request Log

Request Comments

Request Attachments

Request Status

Request Progress

Request Timeline

Request Notifications

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Request Sub-category: Project Status

Request Priority: High

Request Assigned To: Jane Smith

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FAMILY OF COMPANIES



