

Remington Arms Co., Inc.
Product Service
Legal Case #:10497

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
447522	7/18/2014	7/21/2014	7/21/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gun Center Inc.	---	Gun Center Inc.	3385 Harlem Rd.	Buffalo	NY	14225		W 716-833-2581 F 716-833-2265

Incident Information

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

Dealer sent gun in & stated the consumer complained of the following: fired cases stick in chamber, gun discharged when safety was taken off, trigger recall. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	85566	G6851339	CD	4/8/2009 6:26:03 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	HORTON DIST CO INC * LEW	TWO PIECE BASE	U			

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
Ilion repaired at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				

\$27

7/22/14: Per Ilion - Could not duplicate concern. Replace TA, check over & repair as needed at n/c under recall. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		7/21/2014
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 308 WIN HB
	Date Code		CD
	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	Slightly Worn; Functioning	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	

Feeding Test	Tests	Test Fired	False
	Condition	False	
	Pull	Slightly Worn; Functioning	
Trigger		---Select---	4#
	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 (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:

GUN CENTER INC.
3385 HARLEM RD
BUFFALO, NY 14225 US

Item Return To:

GUN CENTER INC.
3385 HARLEM RD
BUFFALO, NY 14225 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:
RE00447522	G6851339	07/16/2014
	Model: 700 308 Caliber BOLT Action RIFLE MfgBy:	Estimate Date: 07/21/2014
	Remington-USA	Date Printed: 8/22/2014

Reported	Found
R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	U007 - REPLACE TRIGGER ASSEMBLY
U030 - TRIGGER UPDATE-XMP	U030 - TRIGGER UPDATE-XMP
	X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments

replace trigger assembly,check over,final ream and polish chamber,test fire at no charge under recall

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-SHIPPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0 .00
4000119	Service	GR-TEST	1	Warranty	1	.00	0 .00

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

1. WE RESERVE THE RIGHT TO REJECT AND RETURN AT THE RISK AND EXPENSE OF THE BUYER, SUCH PURCHASES OF ASPX SHIPPED OR DELIVERED AS MAY BE DEFECTIVE OR FAIL TO COMPLY WITH SPECIFICATIONS.
2. OUR ACCOUNTING DEPT. - INVOICES MAY PRICES HIGH-ER THAN SPECIFIED ON THIS ORDER.
3. PLEASE ACKNOWLEDGE THIS ORDER PROMPTLY.
4. ADVISE DEFINITE SHIPPING DATE IMMEDIATELY.

GUN CENTER, INC.

DISTRIBUTORS OF FIREARMS & POLICE EQUIPMENT
3385 HARLEM ROAD - BUFFALO, NEW YORK 14225
Ph: (716) 833-2581 • Fax: (716) 833-2265
buffaloguncenter.com

ABOVE ORDER NO. MUST
APPEAR ON ALL PAPERS
AND PACKAGES
RELATIVE
TO THIS ORDER

P.O. NUMBER

to Remington
14 Hoffman Ave
Elm NY 13357

10497

SHIP TO

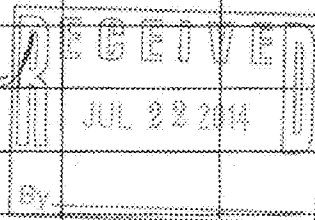
Above

70
CD 4/0
4#
013

PLEASE ENTER OUR ORDER FOR THE FOLLOWING

SVC Alignment Repair

DATE REQUIRED	SHIP VIA	TERMS	ACCOUNT OR JOB NO.	ORDER DATE
ASAP	Best way	Warranty		7-9-14
QUANTITY	DESCRIPTION	AMOUNT		
	Please find enclosed one Remington 700, s/n G 6851339			
	Customer complains of the following:			
	A) fired cases stick in chamber			
	B) Gun discharged when safety was taken off			
	C) Trigger Recoil			
	Please repair or replace in warranty and return to above ASAP.			



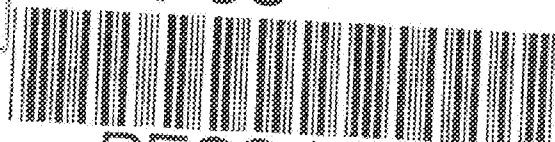
Sincerely,
Lawrence Strubbe

could not disp concern
sp. T.A. check out + app.
AS needed at H/C up.
recall.

TAG: X

G6851339

Model: 700



RE00447522

SHIP - OUR ORDER NO. MUST APPEAR ON ALL RELATED PACKAGES AND FORMS

PLEASE SEND _____ COPIES OF YOUR INVOICE

PURCHASE ORDER

PURCHASING AGENT

Serial
Number



