

Remington Arms Co., Inc.
Product Service
Legal Case #:10688

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
464429	9/16/2014	9/11/2014	9/11/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Daniel	Harrington	1186 Maple Ash Ave.	Columbia	TN	38401		H (931) 446-6011 E ensapp@outlook.com

Incident Information

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

Per note on repair, "This rifle went off one day at the range after consumer put the round in. He would like a quote on an upgraded trigger if you have one. Call with a quote to Daniel @ 931-446-6011 cell phone."
jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270WIN	85478	G7083151	WF	8/18/2011 7:43:55 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN	SCOPE 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	Cash Date
Per Ilion, replace trigger, check over and test fire at no charge					APV	APV

Repair/Replacement Repair/Replacement
Cost Date
\$27

9/16/14; Per Ilion, "replace trigger assembly, check over and test fire under recall at no charge." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		K. COFFIN
	Exam Date		9/11/2014
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270WIN
	Date Code		WF
	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---	011

Feeding Test	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
		False	
	Condition	Slightly Worn; Functioning	
Trigger	Pull	---Select---	5.5#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		SCOPE BASE

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:(800) 243-9700/F:(336) 548-7361

www.remington.com

Page: 1

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:

Daniel Harrington
1186 Maple Ash Ave.
Columbia, TN 38401 US

Item Return To:

Daniel Harrington
1186 Maple Ash Ave.
Columbia, TN 38401 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:	09/10/2014
RE00464429	G7083151	Estimate Date:	09/11/2014
	Model: 700 270 Caliber BOLT Action RIFLE MfgBy:	Date Printed:	9/30/2014
	Remington-USA		

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
U030 - TRIGGER UPDATE-XMP

Found

R012 - Safety and function evaluation
U030 - TRIGGER UPDATE-XMP
N007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments

replace trigger assembly, check over and test fire under recoil 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	SERVICE OR SHIPPING & HANDLING (GUN REPA	1	Warranty	1	.00	.00
4000119	Service	SERVICE GR-TEST	1	Warranty	1	.00	.00

Sub Total: .00

Est Sales Tax: .00

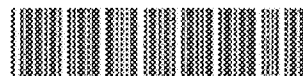
Grand Total: \$.00

Service Request

Remington

PO Box 700

Madison, NC 27025-0700



24"
WF 8/1
5.5
.011

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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

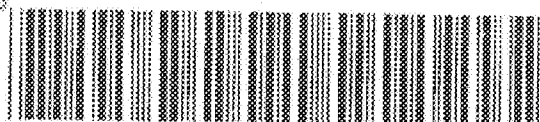
Service Request Number 169893	Serial Number / Description G7083151 700 ADL SYN AP-HD 270 WIN 24" W/SLING	Date of Request: 09/03/2014 Date Printed: 09/03/2014
Customer: DANIEL HARRINGTON 1186 Maple Ash Ave. Columbia TN 38401 US Email: ensapp@OUTLOOK.COM	Destination: RAC XMP 187 Riverside Industrial Park Drive Little Falls NY 13365 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_U030 - Trigger Update - XMP		

10688

Serial Number:

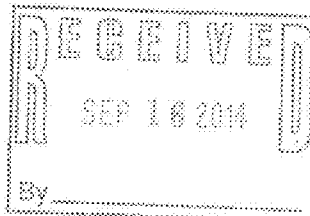
G7083151

Model: 700



RE00464429

TAG: X



could not dup. concern.
up. T.A. check over &
rest with recall 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.

Search bar with input field and buttons: Search, Clear, Submit. Below it, a list of search results or filters.

Form with multiple input fields and checkboxes, likely for user registration or login. Includes fields for name, email, password, etc.

Main content area with a large form. It includes a header section with a search bar and a list of results. Below that, a detailed form with multiple sections, including a table with columns for Name, Address, City, State, Zip, and Phone. The form also includes a section for "Contact Us" with a text area and a "Submit" button.

P

FAMILY OF COMPANIES



