

Remington Arms Co., Inc.
Product Service
Legal Case #:9652

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
332426	1/2/2014	1/3/2014	1/3/2014	12/8/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ely	Lorenzo	17240 S.W. 63rd Manor	Southwest Ranches	FL	33331		H 786-412-0380

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				

12/10/13: I received call from Ely Lorenzo, he said that his rifle fired on safety release. He said that it happened about 1 year ago and again on 12/8/13. He said there was no injury. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	N/A	86563294	OA	7/20/2006 2:34:51 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT (OH) CORPORATION	SCOPE,RINGS,TWO 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 at 50% discount						
	Repair/Replacement Cost	Repair/Replacement Date				

12/10/13: Sending ARS, letter, and SR paperwork. jbi 1/7/14: Per Ilion, "could not duplicate concern. Trigger assembly dirty and set screws altered. Can offer to replace trigger assembly. check over, and test fire at 1/2 cost." jbi 1/10/14: I left message on Ely Lorenzo's voicemail asking him to call me. Per call from Ely Lorenzo, he will call back on Monday with credit card information. jbi 1/31/14: I received call from Ely Lorenzo, he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/3/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 308 WIN SS
	Date Code		OA
	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	
	Cur 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	ACTION DIRTY UNDER STK
	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---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY
	Pull	---Select---	2.5#
	Altered	True	PULL SCREW ALTERED
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		SCOPE,RINGS,TWO PIECE BASE

Quotation

Estimating Report

Parts and Repairs: P&R:

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:

ELY LORENZO
17240 S.W. 63RD MANOR
SOUTHWEST RANCHES, FL 33331 US

Item Return To:

ELY LORENZO
17240 S.W. 63RD MANOR
SOUTHWEST RANCHES, FL 33331 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:	01/02/2014
RE00332426	S6563294	Estimate Date:	01/03/2014
	Model 700 Center Fire Caliber: 308 WIN	Date Printed:	1/10/2014

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

could not duplicate concern, trigger assembly dirty and set screws altered, can offer to replace trigger assembly, check over and test fire at 1/2 cost.

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
F305571B	Part	700 X-MARK PRO TRIG ASSB RH SILVER (OS)	1	Billable	1	99.91	50	49.96
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

Sub Total: 78.46

Est Sales Tax: 4.71

Grand Total: \$83.16

Remington®

241
0#7/06
2.5#

December 10, 2013

9652

Ely Lorenzo
17240 S.W. 63rd Manor
Southwest Ranches, FL 33331
Phone: 786-412-0380

COPY

Ref # 9652, Model 700

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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.

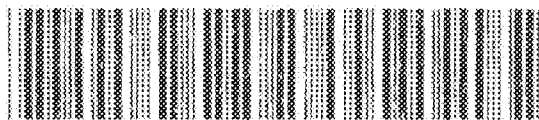
Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
JAN 07 2014

BY:

S6563294

Model: 700



RE00332426

could not dip. concave.
T.A. dirty & set screws A/B.
cap off to dip T.A. check
bore & test at 1/2 cost.

6

Service Request

Remington Service

PO Box 788

Madison, NC 27025-0700

ATTN: Product Service

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

www.flemington.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	Serial Number / Description	Date of Request:	12/10/2013
SR00070627		Date Printed:	12/10/2013
Customer:		Destination:	
ELY LORENZO		Ams Services	
17240 S.W. 63RD MANOR		14 Hoeffer Ave	
SOUTHWEST RANCHES, FL 33331 US		Bion, 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

MI23 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Product Service #9652. jbi

Parts And Service Details							
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount

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

PS 35960

ELIEZER LORENZO

17240 SW 63 MANOR

SOUTHWEST RANCHES, FL 33331

954-680-6282 HOME

786-412-0380 CELL (ELY)

REMINGTON MODEL 700 - 308

SERIAL NUMBER - 56563294

THE RIFLE HAS A PROBLEM WITH THE SAFETY, LOADED WHEN I TRY TO REMOVE THE SAFETY IT FIRES
ON ITS OWN WITHOUT TOUCHING THE TRIGGER.

EVEN WITH THE SAFETY ON I CAN STILL OPEN THE CHAMBER AND LOAD AND UNLOAD AMUNITION
INTO IT, CAN YOU CHACK THAT ALSO PLEASE.

THANK YOU

ARS LABEL REQUEST FORM

DATE: 12/10/2013	Service Request # SR00070627
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: irvingjb	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:	ELY LORENZO 17240 S.W. 63RD MANOR SOUTHWEST RANCHES, FL 33331 US SR00070627 Email:
RETURN ITEM TO:	ILN Arms Services



1 OF 1

4XX595 DEC 10, 2013 ALL CORR USD
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 324XX595906942011
 REF 1:SR00070627
 REF 2:

HANDLING CHARGE 0.00	SVC 1/P USD
SINGLE - PIECE PUB RATE CHRG:	RS 0.00
DV 0.00	SD 0.00
DC 0.00	SP 0.00
AM 0.00	PUB + HANDLING 11.00
TOT PUB CHG 11.00	

ATTN: Product Service



