

Remington Arms Co., Inc.  
Product Service  
Legal Case #:10237

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 343581 | 4/17/2014   | 4/21/2014       | 4/21/2014   |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street       | City | State | Zip   | Age | Contact          |
|----------|----------|------------|-----------|--------------|------|-------|-------|-----|------------------|
| Incident |          | William    | Love      | 351 Front St | Bath | ME    | 04530 |     | H (207) 443-5877 |

## Incident Information

| Claims | Codes                              | Repair Est.                       | Medical Treatment | Medical Status |
|--------|------------------------------------|-----------------------------------|-------------------|----------------|
| PI     |                                    |                                   |                   |                |
| PD     | Cause:4006                         | Altered Adjustments or Components | Unknown           |                |
| S FBC  | Concern:100% Fired on Bolt Closing |                                   |                   |                |
| C      |                                    |                                   |                   |                |

Per letter from customer, "open the bolt, close the bolt. Notice that the firing pin goes forward as the bolt is closed." jbi

## Firearm Information

| Mfg.           | Type              | Model/Ga.      | SKU            | Serial  | Bbl. | DOM       |
|----------------|-------------------|----------------|----------------|---------|------|-----------|
| Remington      | CF/BA             | 700/7MM REM MA | N/A            | 6612261 | XW   | 1/17/1973 |
| Date Purchased | Where Purchased   | Accessories    | Original Owner |         |      |           |
|                | BERNS DENVER COLO | TWO PIECE 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 APV | Cash Date APV |
|-------------------------------------------------------------------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Per Ilion,<br>replace trigger,<br>check over and<br>test fire at no<br>charge |                         |                         |               |                 |                |               |
|                                                                               | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|                                                                               | \$47                    |                         |               |                 |                |               |

4/22/14; Per Ilion. "trigger is contacting inside of trigger guard and not allowing proper trigger return. Check over and repair as needed, function check and test fire." jbi

Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                              | Comment                                                                                                                                                                    |
|-------------|------------------------|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Examination | Examiner               |                                   | B.TRAVIS                                                                                                                                                                   |
|             | Exam Date              |                                   | 4/21/2014                                                                                                                                                                  |
|             | Product Type           |                                   | RF                                                                                                                                                                         |
|             | Action Type            |                                   | A                                                                                                                                                                          |
|             | Assigned To            |                                   | S.NICHOLS                                                                                                                                                                  |
| Cause       | 4006                   | Altered Adjustments or Components | APPEARS THE METAL AND STOCK HAS BEEN REFINISHED AND ASSEMBLED WITH A M/721 TRIGGER GUARD AND NOT ALLOWING FOR TRIGGER CLEARANCE. TRIGGER CONTACTS INSIDE OF TRIGGER GUARD. |
| Barrel      | Description            |                                   | 24" 7MM REM MAG                                                                                                                                                            |
|             | Date Code              |                                   | XW                                                                                                                                                                         |
|             | 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          | Worn; Functioning                 |                                                                                                                                                                            |
|             | Notch Condition        | ---Select---                      |                                                                                                                                                                            |
| Overall     |                        |                                   |                                                                                                                                                                            |

|                          |                    |                                   |                 |
|--------------------------|--------------------|-----------------------------------|-----------------|
| Receiver                 | Exterior Condition | Slightly Worn;<br>Not Functioning |                 |
|                          | Stock Condition    | Slightly Worn;<br>Functioning     |                 |
|                          | Fore End Condition | ---Select---                      |                 |
|                          | Condition          | Slightly Worn;<br>Functioning     |                 |
| Safety                   | Bulged             | False                             |                 |
|                          | Description        | XMP SAFETY                        |                 |
|                          | Function           | Like new;<br>Functioning          |                 |
| Sear                     | Lift               | ---Select---                      | .011            |
|                          | Notch              | Slightly Worn;<br>Functioning     |                 |
|                          | Tests              | Test Fired                        | False           |
| Feeding Test             |                    | False                             |                 |
| Trigger                  | Condition          | Slightly Worn;<br>Functioning     |                 |
|                          | Pull               | ---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

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:

WILLIAM LOVE  
351 FRONT STREET  
BATH, ME 04530 US

### Item Return To:

WILLIAM LOVE  
351 FRONT STREET  
BATH, ME 04530 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.

|                      |                                                  |                       |            |
|----------------------|--------------------------------------------------|-----------------------|------------|
| <b>Repair Number</b> | <b>Serial Number / Description</b>               | <b>Date Received:</b> | 04/17/2014 |
| RE00343581           | 6612261                                          | <b>Estimate Date:</b> | 04/21/2014 |
|                      | Model: 700 7MM REM MAG Caliber BOLT Action RIFLE | <b>Date Printed:</b>  | 6/2/2014   |
|                      | MfgBy: Remington-USA                             |                       |            |

### Problems

#### Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION  
U008 - BOLT LOCK SAFETY MODIFICATION

#### Found

U030 - TRIGGER UPDATE-XMP  
V075 - Floor Plate - Poor Fit

### Technician Comments

trigger is contacting inside of trigger guard and not allowing proper trigger return. check over and repair as needed, function check and test fire.

| 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          | Billable | 1            | 17.00 | 0    | 17.00  |
| 4000116                                                                               | Service | GR-LABOR                            | 15         | Billable | 15           | 1.00  | 0    | 15.00  |
| 4000119                                                                               | Service | GR-TEST                             | 1          | Billable | 1            | 23.00 | 0    | 23.00  |

Sub Total: 55.00

Est Sales Tax: .00

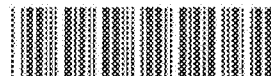
Grand Total: \$55.00

# Service Request

Remington

PO Box 700

Madison, NC 27025-0700



Handwritten notes: 1001, 241, 3#

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

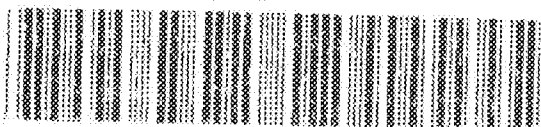
This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service.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

|                                                                                                                                                                                                                                                                     |                                                                                                 |                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| <b>Service Request Number</b><br>40742                                                                                                                                                                                                                              | <b>Serial Number / Description</b><br>6612261                                                   | <b>Date of Request:</b> 03/31/2014<br><b>Date Printed:</b> 03/31/2014 |
| <b>Customer:</b><br>WILLIAM LOVE<br>351 FRONT STREET<br>BATH ME 04530 US<br><br><b>Email:</b>                                                                                                                                                                       | <b>Destination:</b><br>ARM Services<br>14 Hoefler Ave<br>Ilion NY 13357 US<br><br><b>Email:</b> |                                                                       |
| 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. |                                                                                                 |                                                                       |
| <b>Reason for Return</b><br>A_U008 - BOLT LOCK SAFETY MODIFICATION                                                                                                                                                                                                  |                                                                                                 |                                                                       |

Handwritten note: 10237

6612261

Model: 700



RE00343581

RECEIVED  
APR 22 2014

BY: .....

Trig. is contacting Trig.  
guard + not act. prop.  
check over + rep as needed +  
test fire.

Q

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.

6 April 2014

ARM Services  
14 Hoefler Ave  
Ilion, NY 13357

Sirs;

Reference: Remington Model 700, 7mm Mag, Serial Number 6612261.

Description of the malfunction;

1. Open the bolt, close the bolt.

Notice that the firing pin goes forward as the bolt is closed.

2. Open the bolt, engage the Safety, close the bolt.

The firing pin remains in the cocked position, and the rifle can be fired by taking off the safety.

3. In order to operate the rifle, the safety must be engaged each time that the bolt is opened.

I will appreciate any help that you can give me in correcting this malfunction.  
Awaiting your call with the estimate of the repair price;

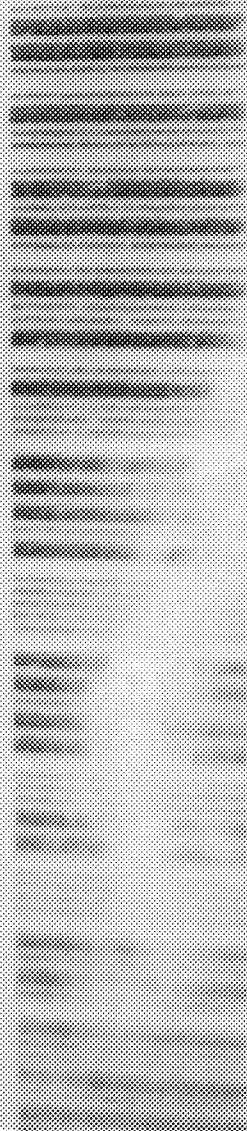
I remain;

  
William R. Love Jr.  
351 Front Street  
Bath, Maine, 04530-2703

(207)443-5877  
bilbiker@comcast.net



612261  
Model 700



RE003-581

