

Remington Arms Co., Inc.
Product Service
Legal Case #:10296

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
395609	5/6/2014	5/7/2014	5/7/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ruben	Maestas	2776 Sundance Kid	Albuquerque	NM	87121		H (505) 999-8868 E ruben.maestas@stryker.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4013	Broken or Missing Parts		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

Per Service Request 70830 Reason for Return, "fires when safe is released." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WM	27099	RR25297A	PG	6/6/2012 2:48:24 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	PACIFIC FLYWAY WHOLESALE	TWO PIECE BASE	U			

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 fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				

5/8/14: Per Ilion, "sear spring missing. Check over completely, replace trigger assembly and test fire at no charge." jbi

Examination[Remington/CP/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		5/7/2014
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4013	Broken or Missing Parts	SEAR SPRING MISSING
Barrel	Description		26" 300 WM
	Date Code		PG
	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; Not Functioning	FINISH HAS BEEN REMOVED FROM BOLT ASSEM
	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---	.010
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	SEAR SPRING MISSING
	Pull	---Select---	5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	

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 (8) 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:

RUBEN MAESTAS
2776 SUNDANCE KID
ALBUQUERQUE, NM 87121 US

Item Return To:

RUBEN MAESTAS
2776 SUNDANCE KID
ALBUQUERQUE, NM 87121 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:	05/06/2014
RE00395609	RR25297A	Estimate Date:	05/31/2014
	Model: 700 300 Caliber BOLT Action RIFLE MfgBy:	Date Printed:	6/5/2014
	Remington-USA WIN MAG		

Problems

Reported

M073 - Fires when Safe is Released
R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
U030 - TRIGGER UPDATE-XMP

Found

R012 - Safety and function evaluation
U030 - TRIGGER UPDATE-XMP

Technician Comments

near spring missing, check over completely, replace trigger assembly and test fire at no charge.

Material	Type	ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.) Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
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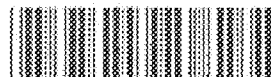
Sub Total: .00
Est Sales Tax: .00
Grand Total: \$.00

Service Request

Remington

PO Box 700

Madison, NC 27025-0700



26"
966/12
5#
1010

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

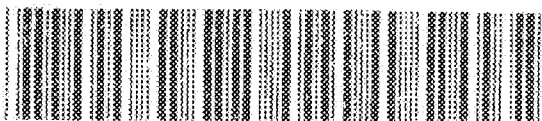
This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service.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

Service Request Number 70830	Serial Number / Description RR25297A 700 ADL SYN 300 WIN MAG 26" W/SCOPE	Date of Request: 04/24/2014 Date Printed: 04/24/2014
Customer: RUBEN MAESTAS 3776 SUNDANCE KID ALBUQUERQUE NM 87131 US Email: ruben.maestas@STRYKER.COM	Destination: ARM Services 14 Hoefler Ave Bion NY 13357 US Email:	<i>REV. R^e 301209</i>
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_M073 - Fires when Safe is Released B_U030 - Trigger Update - XMP		

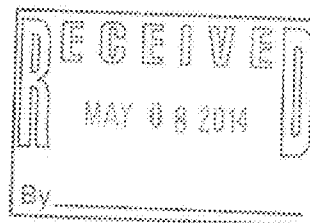
TAG: 2533

RR25297A

Model: 700



RE00395609



Serial missing, check over
comp. rep. T.A. + TEST FIRE
AT 11/12
warranty

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.





