

Remington Arms Co., Inc.
Product Service
Legal Case #:10728

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
467130	9/22/2014	9/23/2014	9/23/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mark	Miller	1174 Broadway #112	El Cajon	CA	92021		H (619) 579-5477 E markgmiller@cox.net

Incident Information

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

Service Request# 174830 - Reason for Return: Trigger Update, XMP. Customer wrote a note stating "Twice I have closed the bolt and the gun fired". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	84362	G6937164	LE	2/4/2010 8:17:29 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GLENN ZANDERS FUR & SPORT	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 - Repair at n/c						

Repair/Replacement Cost	Repair/Replacement Date
\$27	

9/24/14: Per Ilion - Could not duplicate concern. Check over, replace TA & test under recall at n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B,TRAVIS
	Exam Date		9/23/2014
	Product Type		RF
	Action Type		A
	Assigned To		S,NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 223 REM VTR
	Date Code		LE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; 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
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	

Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	False	SEALANT PRESENT
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/T:(336) 548-7891

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:

Mark Miller
1174 Broadway number 112
El Cajon, CA 92021 US

Item Return To:

Mark Miller
1174 Broadway number 112
El Cajon, CA 92021 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp.Date _____
Open Account: R _____ PO Number: _____

Approval Signature:

Daytime Phone: (____) _____ Time to Call: _____ Date: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Repair Number	Serial Number / Description	Date Received:	09/22/2014
RE00467130	G6937164	Estimate Date:	09/23/2014
	Model: 700 223 Caliber BOLT Action RIFLE MfgBy:	Date Printed:	10/17/2014
	Remington-USA		

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

R012 - Safety and function evaluation
U030 - TRIGGER UPDATE-XMP
X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments

check over,replace trigger assembly and test fire under recall 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 GR-SHIPPING & HANDLING (GUN REPA	1	Warranty	1	.00	0	.00
4000119	Service	SERVICE GR-TEST	1	Warranty	1	.00	0	.00

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

Service Request

Remington

PO Box 700

Madison, NC 27025-0700



221
L 22/K
34
011

Parts and Repairs: F: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 174830	Serial Number / Description G6937164 700 VTR A-TACS 223 REM 22" <i>10728</i>	Date of Request: 09/11/2014 Date Printed: 09/11/2014
Customer: MARK MILLER 1174 Broadway number 112 El Cajon CA 92021 US Email: markgmiller@COX.NET		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		

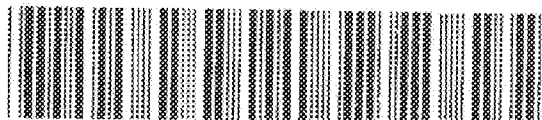
Twice I have closed the bolt and the gun fired

TAG: 2ND TIME

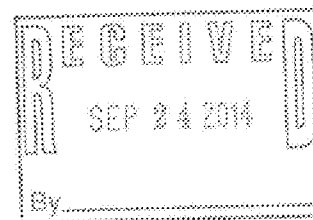
Serial Number:

G6937164

Model: 700



RE00467130



*could not dup. correct
check over, mg. T.A. + test
and recall at r/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.

PS 36035



