

Remington Arms Co., Inc.  
Product Service  
Legal Case #:10767

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 469237 | 10/1/2014   | 10/2/2014       | 10/2/2014   |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street        | City       | State | Zip   | Age | Contact                                      |
|----------|----------|------------|-----------|---------------|------------|-------|-------|-----|----------------------------------------------|
| Incident |          | Shantel    | Mitchell  | 317 N 10th St | Miles City | MT    | 59301 |     | H (406) 351-9536<br>E<br>emm0307@hotmail.com |

## 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      |            |                                    |                   |                |

Per Service Request 176609 Reason for Return, "Fires when closing bolt." jbi

## Firearm Information

| Mfg.      | Type  | Model/Ga.   | SKU   | Serial   | Bbl. | DOM                    |
|-----------|-------|-------------|-------|----------|------|------------------------|
| Remington | CF/BA | 700/243 WIN | 85372 | RR11525A | KG   | 5/9/2012<br>7:41:53 AM |

| Date Purchased | Where Purchased              | Accessories              | Original Owner |
|----------------|------------------------------|--------------------------|----------------|
|                | WAL-MART<br>SUPERCENTER 2608 | FACTORY<br>MOUNTED SCOPE | 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, replace trigger assembly, check over and test fire at no charge |                   |              |               |                 |                |               |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
|                         |                         |

§27

10/3/14: Per Ilion, "to restore confidence in rifle will replace trigger assembly, check over and test fire at no charge." jbi

Examination[Remington/CF/BA]

| Part         | Sub-Part               | Code                        | Comment    |
|--------------|------------------------|-----------------------------|------------|
| Examination  | Examiner               |                             | K.COFFIN   |
|              | Exam Date              |                             | 10/2/2014  |
|              | Product Type           |                             | RF         |
|              | Action Type            |                             | A          |
|              | Assigned To            |                             | S. NICHOLS |
| Cause        | 4038                   | Could Not Duplicate Concern |            |
| Barrel       | Description            |                             | 24" 243WIN |
|              | Date Code              |                             | KG         |
|              | Bore Plugged           | False                       |            |
|              | Bulged                 | False                       |            |
|              | Fired                  | False                       |            |
|              | Fired while Obstructed |                             |            |
| Bolt         | Muzzle/Crown Condition | Slightly Worn; Functioning  |            |
|              | Firing Pin             | Slightly Worn; Functioning  |            |
|              | Shroud                 | Slightly Worn; Functioning  |            |
|              | Face                   | Slightly Worn; Functioning  |            |
|              | Handle                 | Slightly Worn; Functioning  |            |
| Extractor    | Stop                   | Slightly Worn; Functioning  |            |
|              | Condition              | Slightly Worn; Functioning  |            |
|              | Cut Condition          | Slightly Worn; Functioning  |            |
| Locking      | Ext/Eject Test         | False                       |            |
|              | Block Condition        | ---Select---                |            |
|              | Lug Condition          | Slightly Worn; Functioning  |            |
| Overall      | Notch Condition        | ---Select---                |            |
|              | Exterior Condition     | Slightly Worn; Functioning  |            |
|              | Stock Condition        | Slightly Worn; Functioning  |            |
| Receiver     | Fore End Condition     | ---Select---                |            |
|              | Condition              | Slightly Worn; Functioning  |            |
| Safety       | Bulged                 | False                       |            |
|              | Description            |                             | XMP        |
| Sear         | Function               | Like new; Functioning       |            |
|              | Lift                   | ---Select---                | N/A        |
|              | Notch                  | Slightly Worn; Functioning  |            |
| Feeding Test | Tests                  | Test Fired                  | False      |
|              |                        | False                       |            |

|         |              |                            |              |
|---------|--------------|----------------------------|--------------|
| Trigger | Condition    | Slightly Worn; Functioning |              |
|         | Pull         | ---Select---               | A#           |
|         | Altered      | False                      | INCONCLUSIVE |
|         | 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

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:

SHANTEL MITCHELL  
317 N 10TH ST  
MILES CITY, MT 59301 US

## Item Return To:

SHANTEL MITCHELL  
317 N 10TH ST  
MILES CITY, MT 59301 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> | 10/01/2014 |
| RE00469237           | RR11525A                                        | <b>Estimate Date:</b> | 10/02/2014 |
|                      | Model: 700 243 Caliber BOLT Action RIFLE MfgBy: | <b>Date Printed:</b>  | 10/29/2014 |
|                      | Remington-USA with scope                        |                       |            |

## Problems

### Reported

M071 - Fires when closing bolt  
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

to restore confidence in rifle will replace trigger assembly, check over and test fire 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-SHIPING & 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

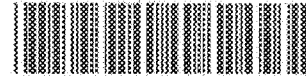
Grand Total: \$ .00

# Service Request

Remington

PO Box 700

Madison, NC 27025-0700



24'  
265/12  
48

Parts and Repairs: P:800-243-9700/F:336-548-7801 [www.remington.com](http://www.remington.com)

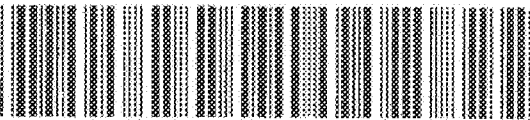
This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service.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

|                                                                                                                                                                                                                                                                     |                                                                                          |                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| <b>Service Request Number</b><br>176609                                                                                                                                                                                                                             | <b>Serial Number / Description</b><br>RR11525A<br>700 ADL SYN CAMO 243 WIN 24" W/SCOPE   | <b>Date of Request:</b> 09/15/2014<br><b>Date Printed:</b> 09/15/2014 |
| <b>Customer:</b><br>SHANTEL MITCHELL<br>317 N 10TH ST<br>MILES CITY MT 59301 US<br><br>Email: smm0307@HOTMAIL.COM                                                                                                                                                   | <b>Destination:</b><br>ARM Services<br>14 Hoefler Ave<br>Ilion NY 13357 US<br><br>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. |                                                                                          |                                                                       |
| <b>Reason for Return</b><br>A_M071 - Fires when closing bolt<br><br>B_R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTIO                                                                                                                                               |                                                                                          |                                                                       |

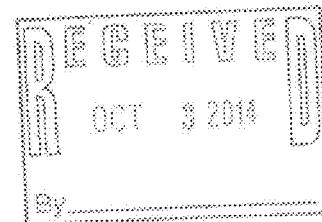
TAG: 2ND TIME

Serial Number: RR11525A

Model: 700



RE00469237



could not dup. convert  
to restore comb. in rifle  
will rep. T.S. & resline  
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.



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FRUIT SNACKS 001600044874 F 1.00 N  
NB RIB TANK 880552311082 3.00 D  
NB RIB TANK 880552309663 3.00 D  
RIFLE 004770085372 297.00 N  
VERIZON 45 079936617481 45.00 N  
RAZOR SLING 005105790040 12.97 N  
RIFLE CASE 002650900863 20.00 N  
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TOTAL 391.97  
CASH TEND 400.00  
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