

Remington Arms Co., Inc.
Product Service
Legal Case #:10544

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
427531	6/20/2014	7/29/2014	7/29/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Erman	Morgan	125 Dean Dr	Summerville	SC	29483		H (843) 926-7670 E edeanmorgan@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	light trigger pull	Cause:4038 Concern:1014 Light Trigger Pull	Could Not Duplicate Concern	Unknown
C				

Per letter from Erman Morgan, "the rifle fired as soon as I placed my finger on the trigger no pull at all." "I noticed trigger moves side to side." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	27093	G7059966	PF	6/13/2011 2:55:34 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART SUPERCENTER 2928		U			

CONCERN:FIRES WITH NO PULL AT ALL

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 Repair/Replacement
Cost Date
\$27

7/30/14: Per Ilion, "replace trigger assembly at no charge under recall." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVOS
	Exam Date		7/29/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	CONCERN INFORMATION WAS MISSED AND TRIG ASSM UPDATED DUE TO RECALL
Barrel	Description		24" 243 WIN
	Date Code		PF
	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; 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---	N/A
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	X-Mark Pro	

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

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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 (5) 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:

Ernan Morgan
125 dean drive
summerville, SC 29483 US

Item Return To:

Ernan Morgan
125 dean drive
summerville, SC 29483 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:	06/20/2014
RE000427531	G7059966	Estimate Date:	07/29/2014
	Model: 700 243 Caliber BOLT Action RIFLE MigBy:	Date Printed:	9/5/2014
	Remington-USA		

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
U030 - TRIGGER UPDATE-XMP

Found

U030 - TRIGGER UPDATE-XMP

Technician Comments

replace trigger assembly at no charge under recall

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
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0	.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

REMINGTON,

ENCLOSED IS MY PROOF OF PURCHASE. I
WANT YOU TO KNOW THIS TRIGGER HAS ISSUES.
I HAVE SHOT 20 RND. WITH THIS RIFLE. THE FIRST
9 RND. NO PROBLEM. THEN THE RIFLE FIRED AS
SOON AS I PLACED MY FINGER ON THE TRIGGER NO
PULL AT ALL. THIS HAPPENED 5 OUT OF THE NEXT
11 RND. I WAS SHOOTING 3RD. GROUPS TO SIGHT IN
SCOPE ALLOWING 20 TO 30 MINUTES BETWEEN GROUPS
FOR BARREL TO COOL. TRIGGER SEEMED TO GET WORSE
THE MORE I SHOT. THEN I NOTICED TRIGGER MOVES
SIDE TO SIDE AND SAFTY LEVER MOVES WITH IT.
MY SONS OWN A .308 ADL AND 270 BDL WITH XMP
TRIGGERS. THESE RIFLES PERFORM PERFECT AND DO NOT
HAVE TRIGGERS THAT MOVE SIDE TO SIDE. PLEASE
CORRECT THIS PROBLEM,

THANK YOU.

Ernest Morgan

