

Remington Arms Co., Inc.  
Product Service  
Legal Case #:10348

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 411366 | 5/27/2014   | 5/28/2014       | 5/28/2014   |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street        | City          | State | Zip   | Age | Contact                                         |
|----------|----------|------------|-----------|---------------|---------------|-------|-------|-----|-------------------------------------------------|
| Incident |          | Randy      | Pruitt    | 1375 Ridge Rd | Lawrenceville | GA    | 30043 |     | H (770) 962-7244<br>E<br>rvpruitt@bellsouth.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      |              |                             |                   |                |

Per letter from customer, "When set at 3 1/2 lbs, occasionally the firing pin will be released when the bolt is closed." jbi

## Firearm Information

| Mfg.      | Type  | Model/Ga.   | SKU   | Serial   | Bbl. | DOM                     |
|-----------|-------|-------------|-------|----------|------|-------------------------|
| Remington | CF/BA | 700/223 REM | 27133 | S6793846 | AG   | 3/29/2012<br>1:15:37 PM |

| Date Purchased | Where Purchased           | Accessories      | Original Owner |
|----------------|---------------------------|------------------|----------------|
|                | ACUSPORT (OH) CORPORATION | FRT HALF OF 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 | Cash Date |
|-------------------------------------------------------------------------------|-------------------|--------------|---------------|-----------------|------------|-----------|
| Per Ilion,<br>replace trigger,<br>check over and<br>test fire at no<br>charge |                   |              |               |                 | APV        | APV       |

Repair/Replacement    Repair/Replacement  
Cost                                  Date

5/29/14: Per Ilion, "replace trigger assembly, check over and test fire." jbi

Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                        | Comment        |
|-------------|------------------------|-----------------------------|----------------|
| Examination | Examiner               |                             | B.TRAVIS       |
|             | Exam Date              |                             | 5/28/2014      |
|             | Product Type           |                             | RF             |
|             | Action Type            |                             | A              |
|             | Assigned To            |                             | S.NICHOLS      |
| Cause       | 4038                   | Could Not Duplicate Concern |                |
| Barrel      | Description            |                             | 24" 223 REM SS |
|             | Date Code              |                             | AG             |
|             | 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---                | .011           |
|             | Notch                  | Slightly Worn; Functioning  |                |

|                             |              |                            |                     |
|-----------------------------|--------------|----------------------------|---------------------|
| Feeding Test                | Tests        | Test Fired                 | False               |
|                             |              | False                      |                     |
|                             | Condition    | Slightly Worn; Functioning |                     |
|                             | Pull         | ----Select----             | 4#                  |
| Trigger                     | Altered      | False                      | INCONCLUSIVE        |
|                             | Sub-Assembly | X-Mark Pro                 |                     |
| Non-Remington<br>Components | Description  |                            | FRT HALF OF<br>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

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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 (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:

Randy Pruitt  
1375 Ridge Rd.  
Lawrenceville, GA 30043 US

#### Item Return To:

Randy Pruitt  
1375 Ridge Rd.  
Lawrenceville, GA 30043 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: | 05/24/2014 |
|---------------|-------------------------------------------------|----------------|------------|
| RE00411366    | 56793846                                        | Estimate Date: | 06/01/2014 |
|               | Model: 700 223 Caliber BOLT Action RIFLE MfgBy: | Date Printed:  | 6/10/2014  |
|               | Remington-USA                                   |                |            |

#### Problems

##### Reported

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

##### Found

U007 - REPLACE TRIGGER ASSEMBLY  
U030 - TRIGGER UPDATE-XMP  
X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

#### Technician Comments

replace trigger assembly, check over and test fire

| Material | Type | ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT included in this Quote.)<br>Description | Qty<br>Needed | Warranty | Qty<br>From Inv | Price | Disc | Amount |
|----------|------|------------------------------------------------------------------------------------------------------|---------------|----------|-----------------|-------|------|--------|
|----------|------|------------------------------------------------------------------------------------------------------|---------------|----------|-----------------|-------|------|--------|

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$ .00

May 15, 2014

Randy Pruitt

1375 Ridge Rd.

Lawrenceville, GA 30043

10348

24"  
AL 3/17  
4#  
1011

Remington Trigger Technician,

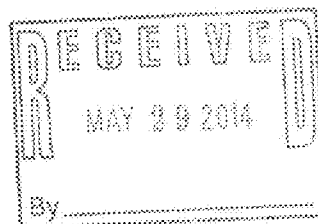
One of the main reasons that I purchased this gun (vs competitor's) was the advertised adjustment and performance of the X-Pro Mark trigger. Unfortunately, this X-Pro Mark trigger has been a big disappointment. While it has a consistently clean break on every shot, the trigger pull has proved to be very inconsistent and unable to set reliably at 3 1/2 lbs (using a Wheeler Engineering trigger pull gauge) as stated in advertisement and Remington owner's manual. When set at 3 1/2 lbs, occasionally the firing pin will be released when the bolt is closed. PLEASE repair or replace this trigger with one that will perform and adjust properly. Please feel free to call me with any questions regarding this rifle.

Thank you,

*Randy Pruitt*

H 770-962-7244

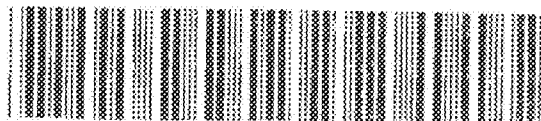
C 770-827-0626



TAG: 6385

Serial Number: S6793846

Model: 700



RE00411366

could not disp. concern.  
To restore confidence in  
Rif. we will rep. T.A., check  
over & test AT N/C.  
\* warranty

