

Remington Arms Co., Inc.
Product Service
Legal Case #:10650

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
462799	9/2/2014	9/3/2014	9/3/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tyrone	Robinson	310 N Park Ave	Broadus	MT	59317		H (406) 672-2332 E trish_robinsonhouse@yahoo.com

Incident Information

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

Per letter from customer, "When I was shooting it, yes the rifle did go off when I put the bolt down after putting in a new shell." jbl

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250REM	84373	G6930687	XD	12/22/2009 8:53:17 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	MT SPORTS, LLC		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 Hlon, replace trigger, check over and test fire at no charge						

Repair/Replacement Repair/Replacement
Cost Date
\$49

9/10/14: Per Illion, "ejector is binding in bolt and shroud is upset. Replace trigger assembly, check over, repair as needed and test fire at no charge." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		9/3/2014
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 22-250REM VTR
	Date Code		XD
	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	LITE BRASS WASH
	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	

	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn: Functioning	
	Pull	---Select---	S#
	Altered	False	SEALANT PRESENT
	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) 548-7801

www.remington.com

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ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLICA 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:

Tyrone Robinson
310 N Park Ave
Broadus, MT 59317 US

Item Return To:

Tyrone Robinson
310 N Park Ave
Broadus, MT 59317 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:	09/02/2014
RE00462799	G6930687	Estimate Date:	09/03/2014
	Model: 700 22-250 Caliber BOLT Action RIFLE MfgBy:	Date Printed:	9/30/2014
	Remington-USA		

Problems

Reported

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

Found

U030 - TRIGGER UPDATE-KMP
X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments

ejector is binding in bolt and shroud is upset, replace trigger assembly, check over, repair as needed 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
F93712	Part	REGULAR 700 EXTRACTOR REG (7400/710)	1	Warranty	1	.00	0	.00
F94098	Part	REGULAR 700 BOLT ASSB S/A POLICE MATTE	1	Warranty	1	.00	0	.00
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

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

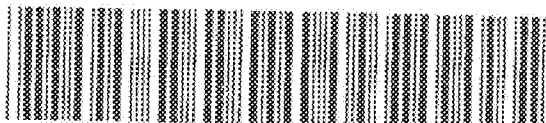
This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service.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

Service Request Number 90086	Serial Number / Description G6930687 700 VTR 22-250 REM 22"	Date of Request: 05/14/2014 Date Printed: 05/22/2014
Customer: TYRONE ROBINSON 310 N Park Ave Broadus MT 59317 US Email: trish_robinsonhouse@YAHOO.COM	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		

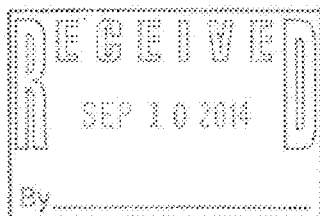
TAG: 9134

G6930687

Model: 700



RE00462799



could not dep. concern.
Rep. T. A. check over, repair
AS needed & TEST AT M/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.

Dear Sirs,

I am writing on about some of the problems I had with the bolt on this riffle. When I was shooting it, yes the riffle did go off when I put the bolt down after putting in a new shell. But I also had problems getting the bolt to extract the shell too. My friend and I were in a coyote contest and every once in a while after shooting a shoot the brass would not eject off the bolt its self. So I reached down and pulled the shell off the bolt by hand. Sometimes it came off easy and a couple times I had to wiggle it off therefore I am pretty sure I broke a part of the lip of the shell holder on the bolt off. If there is something you will do about it I would like that very much so. If it is something that will cost me money please get ahold of me and tell me how much I am looking at, etc... thanks! I just wanted to get it all fixed while the gun is already there.

Thank you.

Tyrone Robinson

310 north park ave.

P.O. Box 453

Broadus, MT 59317





