

Remington Arms Co., Inc.
Product Service
Legal Case #:10449

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
430533	6/25/2014	6/26/2014	6/26/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rick	Wheeler	918 John Dr	Billings	MT	59101		H (406) 702-0207

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
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PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FSR	Concern:1007	Fired on Safe Release		
C				

Unknown

Per hand written note on Service Request 81882, "This 25-06 actually fired when safety was clicked off. Very Scary." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/2506 REM	27009	G7000125	EE	10/5/2010 7:52:09 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	ACUSPORT (OH) CORPORATION		U

CONCERN: FSR

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
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Per Ilion,
replace trigger,
check over and
test fire at no
charge

Repair/Replacement Cost	Repair/Replacement Date
\$27	

6/30/14: Per Ilion, "to restore confidence in rifle will replace trigger assembly, check over and test fire."
jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/26/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 2506 REM
	Date Code		EE
	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 SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	

Trigger	Condition	Slightly Worn: Functioning	
	Pull	---Select---	4.5#
	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/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:

Rick Wheeler
918 John Dr
Billings, MT 59101 US

Item Return To:

Rick Wheeler
918 John Dr
Billings, MT 59101 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:	06/25/2014
RE00430533	G7000125	Estimate Date:	06/26/2014
	Model: 700 25-06 Caliber BOLT Action RIFLE MfgBy:	Date Printed:	8/1/2014
	Remington-USA		

Problems

Reported

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

Found

R012 - Safety and function evaluation
U007 - REPLACE TRIGGER ASSEMBLY
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

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

Sub Total: .00

Est Sales Tax: .00

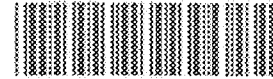
Grand Total: \$.00

Service Request

Remington

PO Box 700

Madison, NC 27025-0700



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

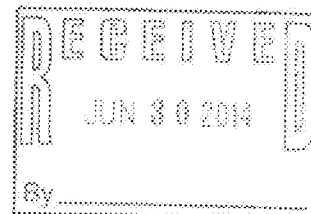
This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service.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

Service Request Number 81882	Serial Number / Description G7000125 700 CDL 25-06 REM 24"	Date of Request: 05/05/2014 Date Printed: 05/05/2014
Customer: RICK WHEELER 918 John Dr Billings MT 59101 US Email:	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		

THIS 25-06 ACTUALLY FIRED WHEN SAFETY WAS
CLICKED OFF.
VERY SCARY

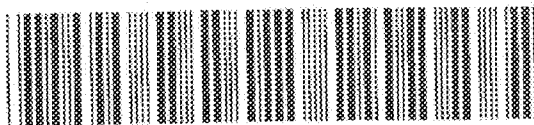
TAG: 6557

X



Serial Number:
G7000125

Model: 700



RE00430533

could not dup. concerns.
to restore comb in rifle
will rep. T.A. check own
* REST 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.



