

Remington Arms Co., Inc.
Product Service
Legal Case #:9927

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
337361	2/11/2014	2/6/2014	2/12/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Woodbrook Sports Shop	Attn: Vicki	Woodbrook Sport	1877 Seminole Trail	Charlottesville	VA	22901		W (434) 974-195 E woodbrkspt@aol.o

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				

2/4/14: Vicki at store called in & stated the customer brought gun back to them & stated it fired when he closed the bolt - no damage, no injury. Previous Repair # 332977. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/257 WBY MA	84545	RR34949C	WH	8/8/2013 4:38:30 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH 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 Ilion -						
Repair at n/c						
- warranty						

Repair/Replacement Cost
Repair/Replacement Date
\$50

2/6/14: Mailed ARS, letter, SR paperwork to dealer. df 2/14/14: Per Ilion - Could not duplicate concern. To restore confidence in rifle, will replace TA, check over, final ream & polish chamber & test at n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/12/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	SPENT CASE RETURNED. CHAMBER IS ROUGH
Barrel	Description		26" 257 WBY MAG
	Date Code		WH
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	

	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	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

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:

WOODBROOK SPORTS SHOP
1877 SEMINOLE TRAIL
CHARLOTTESVILLE, VA 22901 US

Item Return To:

WOODBROOK SPORTS SHOP
1877 SEMINOLE TRAIL
CHARLOTTESVILLE, VA 22901 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

RE00337361

Serial Number / Description

RB34949C

Model: 700 257 Caliber BOLT Action RIFLE MfgBy:

Remington-USA

Date Received: 02/11/2014

Estimate Date: 02/12/2014

Date Printed: 5/15/2014

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments

to restore confidence in rifle will replace trigger assembly,check over,final ream and polish chamber 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
F306371B	Part	700 XMP EA TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0 .00
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

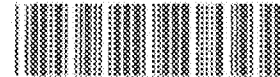
Grand Total: \$.00

Service Request

Remington

PO Box 700

Madison, NC 27025-0700



260
WAB/B
4#
1012

Parts and Repairs: P:800-243-9700/F:336-543-7801 www.remingtona.com

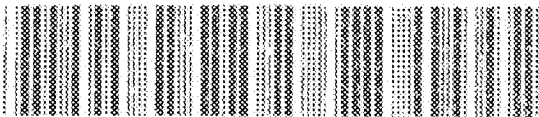
This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service.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

Service Request Number 17132	Serial Number / Description RR34949C 700 XCR D 257 WBV MAG 26" LTD-ED RMEF	Date of Request: 02/05/2014 Date Printed: 02/05/2014
Customer: WOODBROOK SPORTS & PRO SHOP 1877 SEMINOLE TRAIL CHARLOTTESVILLE VA 22901 US Email: woodbrkspt@AOL.COM		Destination: ARM Services 14 Hoefler Ave Ilion NY 13357 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 Accident Defect Other Unknown Fired when bolt was closed		

Serial Number

RR34949C

Model: 700



RE00337361

RECEIVED
FEB 14 2014

BY:

could not dup. concern
to restore confidence in
pifle will pay P.A. check
over; Final name polish
characters + Test AT N/c
warranty

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.

Quotation

Remington Service

PO Box 700

Madison, NC 27023-0700

Estimating Report

Parts and Repairs: P:(800) 243-9700/F:(336) 548-7501

www.remington.com

Page: 1

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Customer:

WOODBROOK SPORTS SHOP
1877 SEMINOLE TRAIL
CHARLOTTESVILLE, VA 22901 US

Item Return To:

WOODBROOK SPORTS SHOP
1877 SEMINOLE TRAIL
CHARLOTTESVILLE, VA 22901 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

RE00352977

Serial Number / Description

RR34949C

Model: 700 257 WBY MAG Caliber BOLT Action RIFLE XCR

II MfgBy: Remington-USA

Date Received: 01/08/2014

Estimate Date: 01/09/2014

Date Printed: 2/6/2014

Problems

Reported

R014 - Service Request

Found

X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments

can offer to replace trigger assembly, check over and test fire at no charge to restore confidence in rifle

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
F306371B	Part	700 XMP EA TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00
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

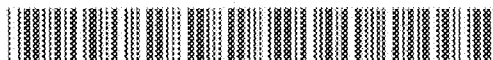
ARS LABEL REQUEST FORM

DATE: 02/06/2014	Service Request # SR00072649
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fletcherdm	email address: I WILL MAIL LABEL

Business:

LABEL INFORMATION

MAIL LABEL TO:	WOODBROOK SPORTS AND PRO SHOP ATTN: VICKI 1877 SEMINOLE TRAIL SR00072649 CHARLOTTESVILLE, VA 22901 US Email: woodbrkspt@aol.com
RETURN ITEM TO:	ILN Arms Services



4XX888 FEB 8, 2014 ALL CURR USD 1 OF 1
 SVC QNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4X5988066833748
 REF 1:SR00072649
 REF 2:

HANDLING CHARGE 0.00	
SINGLE - PIECE PUB RATE CHRG:	
DV 0.00	COD 0.00
DC 0.00	DD 0.00
AD 0.00	PR 0.00
101 PUB CHG 11.00	PUB + HANDLING 11.00

ATTN: Product Service # 9927



