

Remington Arms Co., Inc.
Product Service
Legal Case #:5147

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210751	11/18/2010	11/19/2010	11/19/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gun Barn		Gun Barn	910 West Meadow Ave	Geneva	AL	36340		F 334-684-2843

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fires without pulling the trigger	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

PI

PD

S Fires without pulling the trigger

Cause:4038 Could Not Duplicate Concern
Concern:1025 Unexplained Discharge - No Mention of Safety Position

Unknown

C

12/2/10 Per note with firearm, dealer is sending due to owner stating it fires without pulling the trigger.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	20000	6276545	DS	9/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

CONCERN:FIRES WITHOUT PULLING TRIGGER

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 TPA, clean at BLSM program price						

Repair/Replacement Cost Repair/Replacement Date

30.23

12/2/2010

12/2/10 Per Ilion, could not duplicate concern. Trigger assm very dirty and sticky. Quote to replace TPA, clean at BLSM program price. Tried to call dealer, only number on the paperwork is a fax #. I faxed the quote and asked that they call with the repair # to approve or fax the billing information back on the quote as approval.cm 12/3/10 O'Malley received approval and credit card info from Jones.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/19/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		DS
	Bore Plugged	False	
	Bulged	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5147&Type=Case>

12/6/2010

	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	STICKS,SLUGGISH
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	TOE OF STOCK CHIPPED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY AND STICKY
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

frmRepairMain - FGI Repairs
File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

frmREInquiry - Repair Inquiry

Repair Number: **RE00210751**
Serial: 6276545 Model 700 Center Fire Caliber: 3006
Repairman: SPRG
Status: Repairing 11/19/2010 3:08:10 PM

ADDRESS INFORMATION

Customer
Received from
Return To
Received from

Name: GUN BARN
Address 1: 910 WEST MEADOW AVE
Address 2: PO Box
City: GENEVA
State: AL Zip Code: 36340 Country: US

Name: GUN BARN
Address 1: 910 WEST MEADOW AVE
Address 2: PO Box
City: GENEVA
State: AL Zip Code: 36340 Country: US

FFL: 1 63 061 01 3D 96102 042013

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/19/2010 5...	New	lopatafi	Repair Added	
11/19/2010 3...	Maint	Travisbw	Repair Maintenance	Status: Rep...

☐ Shipping Hold
☐ Interface Hold
☐ Estimate Sent
☐ Parts Received
☐ Passed Inspection
☐ Return as Received
☐ Has Been Approved
☐ Internal Repair
☐ Exclude TATC

Current Status
Repairing
11/19/2010 3:08:10 PM
lopatafi
Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number:

Repair Search
Refresh
Close

supryfi - ILN/Prod
frmRepairMain
D1102R7XPIL
Thursday, Nov 18 2010
8:43 AM

start
DMS - Desktop
frmRepairMain - F...
Info - Microsoft
3:41 PM

RECEIVED
NOV 20 2010
BY:

BUY - SELL - TRADE
PISTOLS - SHOTGUNS - RIFLES



910 WEST MEADOW AVENUE • GENEVA, ALABAMA 36340
(334) 684-2843

SPORTING GOODS
AMMO - SHOOTING SUPPLIES

22"
DS 9/69
3.54
.006

KEN JONES - Owner

FFL NO: 1-63-031-01-7D-96102

PC-0000

Customer ask me to return rifle because
it fires without pulling trigger. Please
check & repair if necessary

Enclosed you will find the following:

1. Rifle 700 Rem
S/N 62 76545

2. Copy of FFL.

[Signature]
[Signature]

Serial
Number:

6276545

Model: 700



RE00210751

could not duplicate concern.
Trigger .455m very dirty & sticky.
can offer to replace TPA, clean &
test fire under BLP for \$20.00
+ ship

Quote

QUOTATION

Parts/Repairs 800-243-9700
Fax 336-548-7801

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700

www.remington.com info@remington.com

**ESTIMATING
REPORT**

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 (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00210751 Account # - R-	Description/Serial Number 6276545	Date Received - 11/18/2010 Estimate Date - 11/22/2010 Current Date - 12/2/2010
Customer GUN BARN 910 WEST MEADOW AVE GENEVA. AL 36340 US	Return To GUN BARN 910 WEST MEADOW AVE GENEVA. AL 36340 US	
Phone (H) (334)-684-2843 Phone (W)	Fax	Email

Please Circle One
VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
PO Number _____
Daytime Phone (____) _____ Time To Call _____ Open Acct. R _____
Approval: Customer Signature _____ Date _____
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
Notice: We process checks electronically through Check 21

Reported		Problems Found	
M100	SEE CUSTOMERS LETTER	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Technician's Comments

Condition toe chipped
ProblemNotes could not duplicate concern.trigger assm very dirty and sticky.can offer to replace trigger plate
assm, clean and test fire under bolt lock program for \$20.00 + shipping

Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote						
Material #	Material Description	Qty	Warranty Y/N	Price/ Unit	Discount Percent	Extended Amt
Part						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	Y	\$94.00	0%	\$0.00
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00
Sub Total:						\$37.00
Est. Sales Tax:						
Grand Total:						\$37.00

Remington®

FACSIMILE TRANSMITTAL SHEET

To: _____ Date: 12/2/10
Company: Gun Barn From: Christy Mitchell
Fax No.: 334-684-2843 Fax No.: _____
Phone No.: _____ Phone No.: 800-243-9700

Number of pages including Cover Sheet: _____

COMMENTS:

Please see the following estimate and
contact our Parts Dept. with Repair # 210751
to approve or fill in the payment section
and fax it to me at 336-548-7872.
Thanks,
Christy

PRIVILEGED AND CONFIDENTIAL

This facsimile is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure. If you are not the intended recipient please do not disseminate, distribute, or copy this communication. Instead, please notify the sender immediately by return fax or by telephoning the number above and discard all copies of this fax.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700
Phone 336-548-8700 • www.remington.com

TRANSMISSION VERIFICATION REPORT

TIME : 12/02/2010 19:13
NAME :
FAX : 3365487823
TEL :
SER. # : BRO00J148005

DATE, TIME
FAX NO./NAME
DURATION
PAGE(S)
RESULT
MODE

12/02 19:12
13346042843
00:00:52
02
OK
STANDARD
ECM

Remington.

FACSIMILE TRANSMITTAL SHEET

To: _____ Date: 12/2/10
Company: Cum Baen From: Chrity Mitchell
Fax No.: 334-684-2843 Fax No.: _____
Phone No.: _____ Phone No.: 800-243-9700

Number of pages including Cover Sheet: _____

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