

Remington Arms Co., Inc.
Product Service
Legal Case #:5340

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212409	12/3/2010	12/8/2010	12/8/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Heritage Gun & Coin Company, Inc		Heritage Gun &	289 Cowesett Ave, Unit 7	West Warwick	RI	02893		W 401-826-0000

Incident Information

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

12/19/10 Per letter with rifle, when you open bolt then close it, firing pin will fall as you close bolt (no finger on trigger). Doesn't happen every time, but will happen if you work the bolt several times.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	25634	B6755656	RE	11/1/1985
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY'S SPORT CENTER IN06111	TWO PIECE SCOPE 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 APV	Cash Date APV
Per Ilion, replace TPA, clean, test at 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

12/19/10 Per Ilion, could not duplicate concern. Trig assm is dirty and sticky causing parts to work sluggish. Replace TPA, clean and test fire at 1/2 normal charges.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/8/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	IMPROPER MAINTENENCE
Barrel	Description		22" 30-06 SPR
	Date Code		RE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5340&Type=Case>

12/19/2010

	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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY
	Pull	---Select---	9#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

HERITAGE GUN & COIN COMPANY, INC

289 COWSETT AVENUE, UNIT 7

WEST WARWICK, RI 02893

(401) 826-0000 GUNS

(401) 826-9999 GOLD

ML

22"

RE 11/8

9#

,015

5340

Name: REPAIRS DEPT. Date: 10-27-10

Address: _____

City: _____ State: _____

Phone: _____

CONTACTS FRANK OR DAVID

QUAN.	DESCRIPTION	AMOUNT
①	WHEN YOU OPEN BOLT THEN CLOSE IT, FIRING PIN WILL FALL AS YOU CLOSE BOLT... (AS IF YOU HAD YOUR FINGER ON THE TRIGGER... BUT IT'S NOT) AND NOT EVERY TIME, IN FACT RIGHT NOW ITS OK, BUT WILL HAPPEN IF YOU WORK BOLT SEVERAL TIMES	
	# B6755656	
	SUB TOTAL:	
	SALES TAX:	
	AMOUNT DUE:	
	DEPOSIT:	
	BALANCE:	

All Lay-a-way rules apply. Ammunition cannot be returned as required by law.
Defective products must be returned to the manufacturer if under warranty.

Number: **B6755656**

Model: **700**



RE00212409

could not duplicate concern
T.A. is dirty & sticky causing
parts to work sluggish. replace
TPA, clean & test fire at
1/2 normal charges.

Quote

frmREInquiry - Repair Inquiry

Repair Number: **RE00212409** Serial: **B6755656** Model: **700** Center Fire: **Caliber** Repairman: **3006 SPRG** Status: **New 12/3/2010 6:25:15 AM**

Verify Repair: ☐

ADDRESS INFORMATION

Customer: **HERITAGE GUN & COIN COMPANY INC** Received from: **HERITAGE GUN & COIN COMPANY INC**

Address 1: **289 COWSETT AVE UNIT 7** Address 2: **289 COWSETT AVE UNIT 7** PO Box:

City: **WEST WARWICK** City: **WEST WARWICK**

State: **RI** Zip Code: **02893** Country: **US** State: **RI** Zip Code: **02893** Country: **US**

FFL:

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
12/3/2010 6:2...	New	bordenla	Repair Added		
12/8/2010 6:4...	Expedite	pencil	From: Check In	To: Repair B	
12/8/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: New	

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

Current Status: **New** 12/3/2010 6:25:15 AM

Repair Bench: **bordenla**

Repair Location: **ILN**

Current Location: **ILN**

Transfer Number:

Repair Search Refresh Close

nagletj - ILN/Prod

frmRepairMain

NAGLETJ

Monday, Dec 6 2010

1:56 PM

RECEIVED

DEC 10 2010

BY:.....

QUOTATION

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

www.remington.com info@remington.com

ESTIMATING

REPORT

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

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 RE00212409 Account # - R-	Description/Serial Number B6755656	Date Received - 12/3/2010 Estimate Date - 12/8/2010 Current Date - 12/20/2010
Customer HERITAGE GUN & COIN COMPANY INC 289 COWESETT AVE UNIT 7 WEST WARWICK, RI 02893 US		Return To HERITAGE GUN & COIN COMPANY I 289 COWESETT AVE UNIT 7 WEST WARWICK, RI 02893 US
Phone (H) (401)-826-0000 Phone (W)	Fax (401)-826-9999 Email	401-826-9999

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	M106	COULD NOT DUPLICATE CUSTOME
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Technician's Comments
ProblemNotes Trigger assembly is dirty and sticky causing parts to work sluggish. I will replace trig. assem., clean, and test fire at 1/2 the normal charges.

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	N	\$94.00	50%	\$47.00
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
Sub Total:						\$75.50
Est. Sales Tax:						\$3.29
Grand Total:						\$78.79

12/21/10
removed
as
goodwill

TRANSMISSION VERIFICATION REPORT

TIME : 12/23/2010 11:59
NAME :
FAX : 3365487823
TEL :
SER. # : BRO00J148005

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

12/23 11:58
14018269999
00:00:39
02
OK
STANDARD
ECM

Remington.

FACSIMILE TRANSMITTAL SHEET

To: _____ Date: 12/23/10
Company: Heritage Gun & Coin From: Christy Mitchell
Fax No.: 401-826-9999 Fax No.: _____
Phone No.: _____ Phone No.: 800-243-9700

Number of pages including Cover Sheet: _____

COMMENTS:

Remington.

FACSIMILE TRANSMITTAL SHEET

To: _____ Date: 12/23/10
Company: Heritage Gun & Coin From: Christy Mitchell
Fax No.: 401-826-9999 Fax No.: _____
Phone No.: _____ Phone No.: 800-243-9700

Number of pages including Cover Sheet: _____

COMMENTS:

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Phone 336-548-8700 • www.remington.com





