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

Case Information

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

Customer Information

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

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

ΡI

PD Cause: 4038 Could Not Duplicate Concern Unknown

Concern:1008 Fired on Bolt Closing S Fires on bolt closing occasionally

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

Model/Ga. SKU DOM Mfg. Bbl. Type Serial 25634 Remington CF/BA 700/30-06 SPR B6755656 RE 11/1/1985 **Date Purchased** Where Purchased Accessories **Original Owner** 

JERRY'S SPORT CENTER IN06111 TWO PIECE SCOPE BASE

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CONCERN:FBC

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Cash Reim. Date Cash Date Release of Claims Reimbursement Settlement Release Date Settlement APV APV

Per Ilion, replace TPA, clean, test at 1/2 normal charges

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

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

12/19/2010

rimpispiay			rage 2 01 2
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	STICKS, SLUGGISH
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
D	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/700 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.015
Sear	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning	DIRTY, STICKY
Trigger	Pull	Select	9#
1115501	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

MU

### HERITAGE GUN & COIN COMPANY, INC

289 COWESETT AVENUE, UNIT 7 WEST WARWICK, RI 02893 (401) 826-0000 GUNS (401) 826-9999 GOLD

5340

CONTA	CTS FRANK OR DAVID	
QUAN.	DESCRIPTION	AMOUNT
(1)	WHEN YOU OPEN BOUT THE	$\mathcal{U}$
	CLOSE IT IN FIRING PIN	WILL
	FALL AS YOU CLOSE BOLT	(AS
	JF YOU HAD YOUR FINGER	ON THO
	TRIGGER BUT ITS NO	7)
	AND NOT EVERY TIME.	INFACT
	RIGHT NOW ITS OK, BUT	WILL HAPTEN
	IF YOU WORK BOUT SEVERA	LTIMOS
	#B6755656	
	SUB TOTAL:	1.
	SALES TAX:	V
	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.

B6755656

Model: 700



RE00212409

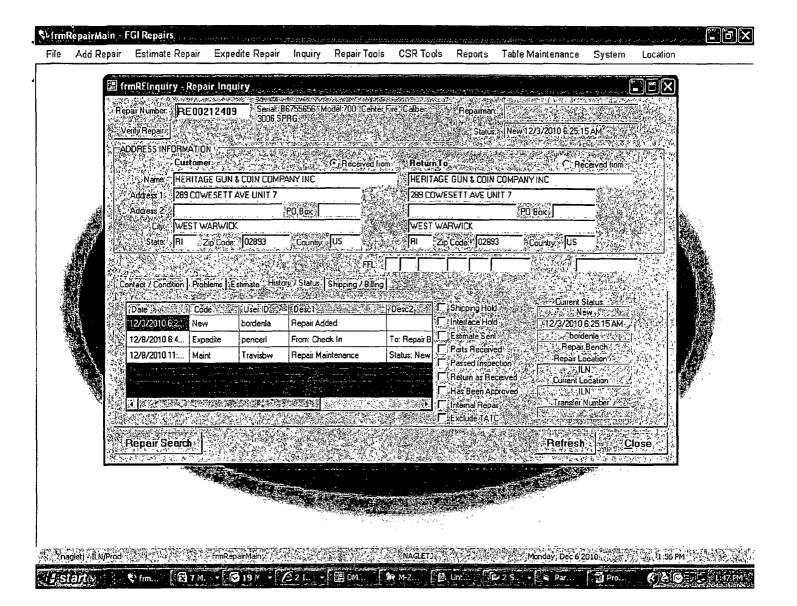
Could not duplicate concerns

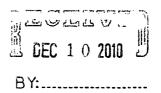
T.A. 15 dinty & sticky chaining
parts to work scuggesh. Replace

TPA, clean + Test fine At

1/2 Normal changes.

Quote





#### **QUOTATION**

#### INCHINIZION IMMO COMPANY, MIC.

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

**ESTIMATING REPORT** 

Parts/Repairs Fax

800-243-9700 336-548-7801

www.remington.com info@remington.com

#### 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 Nun	nber	Description/Serial Num	ber			eceived -	12/3/2010
RE00212409 Account # - R-		B6755656				te Date - it Date -	12/8/2010 12/20/2010
<u>Customer</u> HERITAGE GU 289 COWESET	JN & COIN COMPAN T AVE UNIT 7	Y INC			GE GUN	I & COIN AVE UN	COMPANY I IT 7
WEST WARW	ICK. RI 02893 US			WEST V	ARWIC	K. RI 028	93 US
Phone (H) (40 Phone (W)	01)-826-0000		Fax Email	(401)-826	-9999	401-88	ve -9999 
	X DISCOVER Card No			Exp.	Date		
Daytime Phone (	er Signature	Time To Call		Ope	en Acct. <u>R</u>		·
<del></del>	re Any Change Please Use T	he Reverse Side For Your ice: We process checks electro			This Box	Date	
Reported		Problem	ound	e ve			
M100	SEE CUSTOMERS LET		1106	COUI	LD NOT D	UPLICAT	TE CUSTOME
M123	FORWARD TO PRODU FOR INSPECTIO	CI SERVICE					
M123			mments -				
M123 ProblemNotes	FOR INSPECTIO  Trigger assembly is dirty test fire at 1/2 the norma	Technician's Co and sticky causing part charges.	s to work	sluggish. I	will replac	e trig. asse	m., clean, and
M123 ProblemNotes	FOR INSPECTIO  Trigger assembly is dirty	Technician's Co and sticky causing part charges.	s to work	sluggish. I	will replace  ed in this (  Price/	e trig. asse	m., clean, and
ProblemNotes  Material # Ma	Trigger assembly is dirty test fire at 1/2 the norma	Technician's Co and sticky causing part charges.	s to work	sluggish. I	will replac	e trig. asse	m., clean, and
ProblemNotes  Material # Ma  Part F305570B X-	Trigger assembly is dirty test fire at 1/2 the norma	Technician's Co  and sticky causing part l charges.  hipping and Handling Cr	s to work	sluggish. I  NOT Includ  Warranty	will replace  ed in this (  Price/	e trig. asse Quotes  Discount	Extended Amt
ProblemNotes  Material # Ma  Part F305570B X-Service	Trigger assembly is dirty test fire at 1/2 the normal Estimate **C.O.D./Saterial Description	Technician's Co  and sticky causing part l charges.  hipping and Handling Ct	is to work arges are Oty	NOT Includ Warranty Y/N	will replace ed in this (  Price/ Unit	Quote Discount Percent	Extended Amt
ProblemNotes  Material # Ma  Part F305570B X-  Service 4000114 GR	Trigger assembly is dirty test fire at 1/2 the normal Estimate **C.O.D./S aterial Description	Technician's Co  and sticky causing part l charges.  hipping and Handling Ct	is to work  arges are  Oty  1	NOT Includ Warranty Y/N N	ed in this ( Price/ Unit \$94.00	Quote Quote Discount Percent	Extended Amt  \$47.00
ProblemNotes  Material # Ma  Part F305570B X-  Service 4000114 GR	Trigger assembly is dirty test fire at 1/2 the norma  Estimate **C.O.D./S  aterial Description  MARK PRO 700 TRIG A	Technician's Co  and sticky causing part l charges.  hipping and Handling Ct	arges are Oty  1	NOT Includ Warranty Y/N N	ed in this ( Price/Unit \$94.00	Quote Discount Percent	Extended Amt  \$47.00
ProblemNotes  Material # Ma  Part F305570B X-  Service 4000114 GR	Trigger assembly is dirty test fire at 1/2 the norma  Estimate **C.O.D./S  aterial Description  MARK PRO 700 TRIG A	Technician's Co  and sticky causing part l charges.  hipping and Handling Ct	arges are Oty  1	NOT Includ Warranty Y/N N N N	ed in this ( Price/ Unit \$94.00 \$17.00 \$23.00	Quote  Discount Percent  50% 50%	Extended

#### TRANSMISSION VERIFICATION REPORT

TIME : 12/23/2010 11:59 NAME :

NAME : FAX : 3365487823 TEL : SER.# : BROCØJ148005

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					
То:	Date:	12/23/10			
Company: Hentage Gunt 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 TR.	ANSMITT.	AL SHEET
То:		Date:	12/23/10
Company:	Heritage Guno Coin	From:	Christy Mitchell
	401-826-9999		
Phone No.:		Phone No.:	800-243-9700
	pages including Cover Sheet:  IENTS:		

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