

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5153

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211043	11/19/2010	11/22/2010	11/22/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Magnum Precision	---	Magnum Preciso	3828 N. 28th Ave.	Phoenix	AZ	85017		W 602-200-0943 F 480-858-9001

## Incident Information

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

Dealer wrote a note. They stated the owner of the rifle claims that the safety doesn't work correctly & he can get it to fire by pushing the safety off. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	27355	G6650217	LB	3/1/2007 12:46:28 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		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
Per Ilion - Quote to repair						

## Repair/Replacement Cost Repair/Replacement Date

Per Ilion - Could not duplicate concern. Trigger set screws altered. Can offer to replace TA, clean & test fire @ 1/2 normal charges - quote. df  
12/10/10: I called store about quote & spoke to Jeff. He asked me to fax quote & he would send payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/22/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		LB
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
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--	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	--Select--	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

**QUOTATION**Parts/Repairs  
Fax800-243-9700  
336-548-7801**Remington Arms Company, Inc.**870 Remington Dr. P.O. Box 700  
Madison, NC 27025-0700[www.remington.com](http://www.remington.com) [info@remington.com](mailto: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.

<b>Repair Order Number</b> RE00211043 <b>Account # - R-</b>	<b>Description/Serial Number</b> G6650217	<b>Date Received -</b> 11/19/2010 <b>Estimate Date -</b> 11/22/2010 <b>Current Date -</b> 12/10/2010
<b>Customer</b> MAGNUM PRECISION 3828 N 28TH AVE  PHOENIX, AZ 85017 US		<b>Return To</b> MAGNUM PRECISION 3828 N 28TH AVE  PHOENIX, AZ 85017 US
<b>Phone (H)</b> (602)-200-0943 <b>Phone (W)</b>		<b>Fax</b> <b>Email</b>

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	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

**Technician's Comments**

ProblemNotes could not duplicate concern.trigger assm set screws altered.can offer to replace trigger plate assm, clean and test fire at 1/2 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
<b>Part</b>						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	N	\$94.00	50%	\$47.00
<b>Service</b>						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
<b>Sub Total:</b>						<b>\$75.50</b>
<b>Est. Sales Tax:</b>						<b>\$2.59</b>
<b>Grand Total:</b>						<b>\$78.09</b>

# TRANSMISSION VERIFICATION REPORT

TIME : 12/10/2010 16:29  
NAME :  
FAX : 3365487823  
TEL :  
SER.# : BRO00J148005

DATE, TIME 12/10 16:29  
FAX NO./NAME 14800589001  
DURATION 00:00:24  
PAGE(S) 01  
RESULT OK  
MODE STANDARD  
ECM

## QUOTATION

## Remington Arms Company, Inc.

## ESTIMATING REPORT

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

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

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 Number	Description/Serial Number	Date Received -	11/19/2010
RE00211043	G6650217	Estimate Date -	11/22/2010
Account # - R-		Current Date -	12/10/2010

**Customer**  
MAGNUM PRECISION  
3828 N 28TH AVE

**Return To**  
MAGNUM PRECISION  
3828 N 28TH AVE

PHOENIX, AZ 85017 US

PHOENIX, AZ 85017 US

Phone (H) (602)-200-0943  
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

M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F
------	---	------	------------------------------

**ProblemNotes** could not duplicate concern.trigger assm set screws altered.can offer to replace trigger plate assm, clean and test fire at 1/2 normal charges.

frmREInquiry - Repair Inquiry																																							
Repair Number: <b>RE00211043</b>		Serial: G6650217; Model: 700; Center Fire; Caliber: 243 WIN Produced: 03/01/2007 SKU: 27355			Repairman: <b>Bruce Travis</b>		Status: <b>Approval Hold 11/22/2010 9:19:48 AM</b>																																
Verify Repair:																																							
<b>ADDRESS INFORMATION</b>																																							
<b>Customer</b> Name: <b>MAGNUM PRECISION</b> Address 1: <b>3828 N 28TH AVE</b> Address 2: <b>PO Box</b> City: <b>PHOENIX</b> State: <b>AZ</b> Zip Code: <b>85017</b> Country: <b>US</b>					<b>Returned from</b> Name: <b>MAGNUM PRECISION</b> Address 1: <b>3828 N 28TH AVE</b> Address 2: <b>PO Box</b> City: <b>PHOENIX</b> State: <b>AZ</b> Zip Code: <b>85017</b> Country: <b>US</b>																																		
FFL: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>																																							
Contact / Condition   Problems   Estimate   History / Status   Shipping / Billing																																							
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> <th>Desc2</th> </tr> </thead> <tbody> <tr> <td>11/19/2010 4...</td> <td>New</td> <td>VALENTDS</td> <td>Repair Added</td> <td></td> </tr> <tr> <td>11/19/2010 4...</td> <td>Expedite</td> <td>VALENTDS</td> <td>From: Check In</td> <td>To:</td> </tr> <tr> <td>11/22/2010 7...</td> <td>Maint</td> <td>Travisbw</td> <td>Repair Maintenance</td> <td>Status: R</td> </tr> <tr> <td>11/22/2010 9...</td> <td>Estimate</td> <td>Travisbw</td> <td>Estimate Update</td> <td>Status: A</td> </tr> <tr> <td>11/22/2010 9...</td> <td>ApprovalH...</td> <td>System</td> <td>Immediate SAP Allocation</td> <td></td> </tr> </tbody> </table>					Date	Code	User ID	Desc1	Desc2	11/19/2010 4...	New	VALENTDS	Repair Added		11/19/2010 4...	Expedite	VALENTDS	From: Check In	To:	11/22/2010 7...	Maint	Travisbw	Repair Maintenance	Status: R	11/22/2010 9...	Estimate	Travisbw	Estimate Update	Status: A	11/22/2010 9...	ApprovalH...	System	Immediate SAP Allocation		<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Shipping Hold  <input type="checkbox"/> Interface Hold  <input type="checkbox"/> Estimate Sent  <input type="checkbox"/> Parts Received  <input type="checkbox"/> Passed Inspection  <input type="checkbox"/> Return as Received  <input type="checkbox"/> Has Been Approved  <input type="checkbox"/> Internal Repair  <input type="checkbox"/> Exclude TATC </div> <div> <b>Current Status</b>  Approval Hold  <b>11/22/2010 9:19:48 AM</b>  Travisbw  Approval Rack  Repair Location  ILN  Current Location  ILN  Transfer Number </div> </div>				
Date	Code	User ID	Desc1	Desc2																																			
11/19/2010 4...	New	VALENTDS	Repair Added																																				
11/19/2010 4...	Expedite	VALENTDS	From: Check In	To:																																			
11/22/2010 7...	Maint	Travisbw	Repair Maintenance	Status: R																																			
11/22/2010 9...	Estimate	Travisbw	Estimate Update	Status: A																																			
11/22/2010 9...	ApprovalH...	System	Immediate SAP Allocation																																				
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Shipping Hold  <input type="checkbox"/> Interface Hold  <input type="checkbox"/> Estimate Sent  <input type="checkbox"/> Parts Received  <input type="checkbox"/> Passed Inspection  <input type="checkbox"/> Return as Received  <input type="checkbox"/> Has Been Approved  <input type="checkbox"/> Internal Repair  <input type="checkbox"/> Exclude TATC </div> <div> <b>Current Status</b>  Approval Hold  <b>11/22/2010 9:19:48 AM</b>  Travisbw  Approval Rack  Repair Location  ILN  Current Location  ILN  Transfer Number </div> </div>																																							
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Shipping Hold  <input type="checkbox"/> Interface Hold  <input type="checkbox"/> Estimate Sent  <input type="checkbox"/> Parts Received  <input type="checkbox"/> Passed Inspection  <input type="checkbox"/> Return as Received  <input type="checkbox"/> Has Been Approved  <input type="checkbox"/> Internal Repair  <input type="checkbox"/> Exclude TATC </div> <div> <b>Current Status</b>  Approval Hold  <b>11/22/2010 9:19:48 AM</b>  Travisbw  Approval Rack  Repair Location  ILN  Current Location  ILN  Transfer Number </div> </div>																																							
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Shipping Hold  <input type="checkbox"/> Interface Hold  <input type="checkbox"/> Estimate Sent  <input type="checkbox"/> Parts Received  <input type="checkbox"/> Passed Inspection  <input type="checkbox"/> Return as Received  <input type="checkbox"/> Has Been Approved  <input type="checkbox"/> Internal Repair  <input type="checkbox"/> Exclude TATC </div> <div> <b>Current Status</b>  Approval Hold  <b>11/22/2010 9:19:48 AM</b>  Travisbw  Approval Rack  Repair Location  ILN  Current Location  ILN  Transfer Number </div> </div>																																							
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Shipping Hold  <input type="checkbox"/> Interface Hold  <input type="checkbox"/> Estimate Sent  <input type="checkbox"/> Parts Received  <input type="checkbox"/> Passed Inspection  <input type="checkbox"/> Return as Received  <input type="checkbox"/> Has Been Approved  <input type="checkbox"/> Internal Repair  <input type="checkbox"/> Exclude TATC </div> <div> <b>Current Status</b>  Approval Hold  <b>11/22/2010 9:19:48 AM</b>  Travisbw  Approval Rack  Repair Location  ILN  Current Location  ILN  Transfer Number </div> </div>																																							
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Shipping Hold  <input type="checkbox"/> Interface Hold  <input type="checkbox"/> Estimate Sent  <input type="checkbox"/> Parts Received  <input type="checkbox"/> Passed Inspection  <input type="checkbox"/> Return as Received  <input type="checkbox"/> Has Been Approved  <input type="checkbox"/> Internal Repair  <input type="checkbox"/> Exclude TATC </div> <div> <b>Current Status</b>  Approval Hold  <b>11/22/2010 9:19:48 AM</b>  Travisbw  Approval Rack  Repair Location  ILN  Current Location  ILN  Transfer Number </div> </div>																																							
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Shipping Hold  <input type="checkbox"/> Interface Hold  <input type="checkbox"/> Estimate Sent  <input type="checkbox"/> Parts Received  <input type="checkbox"/> Passed Inspection  <input type="checkbox"/> Return as Received  <input type="checkbox"/> Has Been Approved  <input type="checkbox"/> Internal Repair  <input type="checkbox"/> Exclude TATC </div> <div> <b>Current Status</b>  Approval Hold  <b>11/22/2010 9:19:48 AM</b>  Travisbw  Approval Rack  Repair Location  ILN  Current Location  ILN  Transfer Number </div> </div>																																							
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Shipping Hold  <input type="checkbox"/> Interface Hold  <input type="checkbox"/> Estimate Sent  <input type="checkbox"/> Parts Received  <input type="checkbox"/> Passed Inspection  <input type="checkbox"/> Return as Received  <input type="checkbox"/> Has Been Approved  <input type="checkbox"/> Internal Repair  <input type="checkbox"/> Exclude TATC </div> <div> <b>Current Status</b>  Approval Hold  <b>11/22/2010 9:19:48 AM</b>  Travisbw  Approval Rack  Repair Location  ILN  Current Location  ILN  Transfer Number </div> </div>																																							
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Shipping Hold  <input type="checkbox"/> Interface Hold  <input type="checkbox"/> Estimate Sent  <input type="checkbox"/> Parts Received  <input type="checkbox"/> Passed Inspection  <input type="checkbox"/> Return as Received  <input type="checkbox"/> Has Been Approved  <input type="checkbox"/> Internal Repair  <input type="checkbox"/> Exclude TATC </div> <div> <b>Current Status</b>  Approval Hold  <b>11/22/2010 9:19:48 AM</b>  Travisbw  Approval Rack  Repair Location  ILN  Current Location  ILN  Transfer Number </div> </div>																																							
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Shipping Hold  <input type="checkbox"/> Interface Hold  <input type="checkbox"/> Estimate Sent  <input type="checkbox"/> Parts Received  <input type="checkbox"/> Passed Inspection  <input type="checkbox"/> Return as Received  <input type="checkbox"/> Has Been Approved  <input type="checkbox"/> Internal Repair  <input type="checkbox"/> Exclude TATC </div> <div> <b>Current Status</b>  Approval Hold  <b>11/22/2010 9:19:48 AM</b>  Travisbw  Approval Rack  Repair Location  ILN  Current Location  ILN  Transfer Number </div> </div>																																							
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Shipping Hold  <input type="checkbox"/> Interface Hold  <input type="checkbox"/> Estimate Sent  <input type="checkbox"/> Parts Received  <input type="checkbox"/> Passed Inspection  <input type="checkbox"/> Return as Received  <input type="checkbox"/> Has Been Approved  <input type="checkbox"/> Internal Repair  <input type="checkbox"/> Exclude TATC </div> <div> <b>Current Status</b>  Approval Hold  <b>11/22/2010 9:19:48 AM</b>  Travisbw  Approval Rack  Repair Location  ILN  Current Location  ILN  Transfer Number </div> </div>																																							
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Shipping Hold  <input type="checkbox"/> Interface Hold  <input type="checkbox"/> Estimate Sent  <input type="checkbox"/> Parts Received  <input type="checkbox"/> Passed Inspection  <input type="checkbox"/> Return as Received  <input type="checkbox"/> Has Been Approved  <input type="checkbox"/> Internal Repair  <input type="checkbox"/> Exclude TATC </div> <div> <b>Current Status</b>  Approval Hold  <b>11/22/2010 9:19:48 AM</b>  Travisbw  Approval Rack  Repair Location  ILN  Current Location  ILN  Transfer Number </div> </div>																																							
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Shipping Hold  <input type="checkbox"/> Interface Hold  <input type="checkbox"/> Estimate Sent  <input type="checkbox"/> Parts Received  <input type="checkbox"/> Passed Inspection  <input type="checkbox"/> Return as Received  <input type="checkbox"/> Has Been Approved  <input type="checkbox"/> Internal Repair  <input type="checkbox"/> Exclude TATC </div> <div> <b>Current Status</b>  Approval Hold  <b>11/22/2010 9:19:48 AM</b>  Travisbw  Approval Rack  Repair Location  ILN  Current Location  ILN  Transfer Number </div> </div>																																							
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Shipping Hold  <input type="checkbox"/> Interface Hold  <input type="checkbox"/> Estimate Sent  <input type="checkbox"/> Parts Received  <input type="checkbox"/> Passed Inspection  <input type="checkbox"/> Return as Received  <input type="checkbox"/> Has Been Approved  <input type="checkbox"/> Internal Repair  <input type="checkbox"/> Exclude TATC </div> <div> <b>Current Status</b>  Approval Hold  <b>11/22/2010 9:19:48 AM</b>  Travisbw  Approval Rack  Repair Location  ILN  Current Location  ILN  Transfer Number </div> </div>																																							
<div style="display: flex; justify-content: space-between;"> <div> </div></div>																																							

RECEIVED

BY: \_\_\_\_\_

5153

22"  
LB2/07  
25#  
1013

Remington Arms Co

11-17-10

14 HOEFER Ave.

Ilion, Ny 13357

Enclosed is A Rem. 700, SN-G6650217.

The owner of this RIFLE claims  
that the SAFETY DOESN'T WORK  
correctly And he can get the  
RIFLE to FIRE by pushing the  
SAFETY off. Please look into this  
matter for us.

Thanks,

Magnum Precision

3828 N. 28th Ave

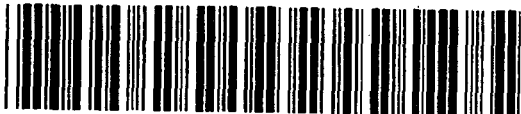
Phoenix, AZ. 85017

(602) 200 - 0943

Serial  
Number:

G6650217

Model: 700



RE00211043

could not duplicate concern.  
Trig set screws altered. can  
often to replace TPA, clean &  
test fire at 1/2 normal charges.

Quote

