

Remington Arms Co., Inc.
Product Service
Legal Case #:5182

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211201	11/22/2010	11/23/2010	11/23/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Scheels	---	Scheels	1200 10th Ave. S. Ste 92	Great Falls	MT	59405		W 406-453-7666

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

Dealer wrote on their repair form that gun fires when taken off safety. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	25803	B6742069	WF	8/1/1985
Date Purchased	Where Purchased	Accessories	Original Owner			
	BOB WARD & SONS INC 59801	TWO PIECE SCOPE BASE	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 Fred S. - Could not duplicate concern. TA set screws altered. Replace TA, clean, test fire @ 1/2 normal charges - quote. df 12/10/10 @ 2:15pm ET: We have not heard from Scheels about the quote. I left a message for Susan @ the store to call me. df 12/10/10 @ 2:30pm ET: Susan called back & said that customer has the quote & was going to mail it to us with a response. Should have it next week. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/23/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 7MM REM MAG
	Date Code		WF
	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---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

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 RE00211201 Account # - R-	Description/Serial Number B6742069	Date Received - 11/22/2010 Estimate Date - 11/29/2010 Current Date - 12/10/2010
Customer SCHEELS ALL SPORTS 1200 10TH AVE S STE 92 GREAT FALLS. MT 59405 US		Return To SCHEELS ALL SPORTS 1200 10TH AVE S STE 92 GREAT FALLS. MT 59405 US
Phone (H) (406)-453-7666 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

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

Technician's Comments

ProblemNotes could not duplicate concern.trigger assm set screws altered.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	
Part							
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	N	\$94.00	50%	\$47.00	
Service							
4000114	GR-SHIPPING & 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:							
Grand Total:						\$75.50	

frmREInquiry - Repair Inquiry

Repair Number: RE00211201

Serial: 86742059 Model: 700 Center Fire Caliber: 7

Repairman: Bruce Travis

Verify Repair

MM: REM MAG

Status: ApprovalHold 11/24/2010 6:19:14 AM

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: SCHEELS ALL SPORTS

Address 1: 1200 10TH AVE S

Address 2: STE 92 PO Box

City: GREAT FALLS

State: MT Zip Code: 59405 Country: US

Address 1: 1200 10TH AVE S

Address 2: STE 92 PO Box

City: GREAT FALLS

State: MT Zip Code: 59405 Country: US

FFL:

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/22/2010 9...	New	valentds	Repair Added	
11/22/2010 9...	Expedite	valentds	From: Check In	To:
11/24/2010 5...	Maint	Travisbw	Repair Maintenance	Status: R
11/24/2010 6...	Estimate	Travisbw	Estimate Update	Status: A
11/24/2010 6...	Expedite	Travisbw	From: Repair Bench	To: Appr

Shipping Hold

Interface Hold

Estimate Sent

Parts Received

Passed Inspection

Return as Received

Has Been Approved

Internal Repair

Exclude TATC

Current Status

ApprovalHold

11/24/2010 6:19:14 AM

Travisbw

ApprovePack

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close



RECEIVED

NOV 29 2010

BY:

0059

5182

Scheels All Sports

1200 10th Ave. S., Ste. 92
Great Falls, MT 59405
(406) 453-7666

24"
WFF/V5
3#
013

ATTENTION: The estimated time on repairs is 6 to 8 weeks depending on the availability of parts needed to repair your Firearm. DO NOT leave scopes, slings, cases etc.. with the firearm, they may get lost or misplaced in the shuffle.

RECEIVED BY S. R. ION DATE 11/9/10 2010

HOME PHONE

OTHER PHONE

CUSTOMER NAME <u>Paul Thompson</u>		ADDRESS <u>705 36TH AVE NE</u>	
CITY <u>OK</u>	STATE <u>MT</u>	ZIP <u>59401</u>	
MAKE <u>Remington</u>	MODEL <u>700</u>	CAL/GA <u>7mm</u>	
SERIAL NO. <u>B6742069</u>		INSURANCE VALUE <u>1000</u>	

CUSTOMER SIGNATURE

DESCRIPTION OF SERVICE TO BE DONE

GUN AREA WHEN TAKEN OFF SAFETY

could not duplicate concern

T.A. set screws altered. Up Ace

TPA clean + test fire at 1/2

Normal charges Quote

FOR OFFICE USE ONLY

DATE SHIPPED 11-11 2010 SHIPPED BY Susan

SENT TO:

COMPANY NAME <u>Remington</u>		ADDRESS <u>14 Hoefler Ave</u>	
CITY <u>Ilion</u>	STATE <u>NY</u>	ZIP <u>13357</u>	

DATE RETURNED _____ 20 _____

CUSTOMER CONTACTED _____ 20 _____

CONTACTED _____

NA / LMOM / LMWP

AMOUNT DUE \$

PAIR STATUS

B6742069

Model: 700



RE00211201

PINK - CUSTOMER COPY





