

Remington Arms Co., Inc.
Product Service
Legal Case #:5543

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215808	12/22/2010	1/5/2011	1/5/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Charlie's Sporting Goods	---	Charlie's Sport	8908 Manual NE	Albuquerque	NM	87112		W 505-275-3006 F 505-292-3122

Incident Information

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

Dealer sent in rifle with a repair note. They asked us to please repair or replace. Stated that gun discharged twice when closing bolt. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/300 WIN MA	25807	D6816164	DO	9/19/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	CHARLIES SPORTING GOODS INC		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 - quote
to repair

Repair/Replacement Cost	Repair/Replacement Date

Per Ilion - Could not duplicate concern. TA very dirty & rusty. Offer to replace TA, clean, test fire @ 1/2 normal charges - quote. df 1/13/11: I spoke to Charlie @ store & he asked me to fax quote for review. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/5/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 300 WIN MAG
	Date Code		DO
	Bore Plugged	False	
	Bulged	False	
	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	
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	ACT DIRTY,RUSTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.016
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Charlie's Sporting Goods, Inc.

8908 Manual NE

Albuquerque NM 87112

ph # 505-275-3006

Work Order

5543

Date	W.O. No.
12/14/2010	

Name / Address
REMINGTON

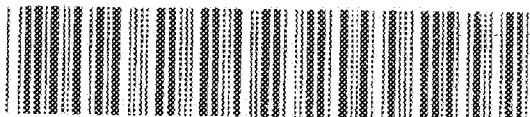
Ship To
24" DO 9/97 4.5# .016

P.O. No.	Project
756852/BLAND	

Item	Description	Ordered
	Remington 700 BDL .300 win SN# BDL D6816164 Please repair or replace as needed. Gun discharges twice when closing bolt.	

D6816164

Model: 700



RE00215808

could not duplicate concern
T.A. very dirty & rusty.
replace TPA, clean & test fire
AT 1/2 NORMAL cost.

Quote



FACSIMILE TRANSMITTAL SHEET

To: Charlie Date: 1/13/11
Company: Charlie's Sporting Goods From: Dell Fulcher
Fax No.: 505-292-3122 Fax No.: 336-548-7872
Phone No.: 505-275-3006 Phone No.: 1-800-243-9700
Press 0 and ask for ext 8686

Number of pages including Cover Sheet: 2

COMMENTS:

Quote to repair

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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 : 01/13/2011 12:49
 NAME :
 FAX : 3365487823
 TEL :
 SER.# : BROCCJ148005

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

01/13 12:48
 15052923122
 00:00:40
 02
 OK
 STANDARD
 ECM

Remington.

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COMMENTS:

Quote to repair

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 RE00215808 Account # - R-	Description/Serial Number D6816164	Date Received - 12/22/2010 Estimate Date - 1/13/2011 Current Date - 1/13/2011
Customer CHARLIES SPORTING GOODS 8908 MENAUL BLVD NE ALBUQUERQUE, NM 87112 US		Return To CHARLIES SPORTING GOODS 8908 MENAUL BLVD NE ALBUQUERQUE, NM 87112 US
Phone (H) (505)-275-3006 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
 Notes: We process checks electronically through Check 21

Problems			
Reported		Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M106 M992	COULD NOT DUPLICATE CUSTOMER T.P.A. very dirty& rusty

Technician's Comments

ProblemNotes Offer to replace T.P.A. ,clean and test at 1/2 the normal cost as good will gesture.

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	Y	\$17.00	0%	\$0.00	
4000116	GR-LABOR	1	Y	\$1.00	0%	\$0.00	
4000118	GR-CLEAN	1	N	\$28.00	50%	\$14.00	
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50	
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00	
Sub Total:						\$72.50	
Est. Sales Tax:						\$3.63	
Grand Total:						\$76.13	

