

Remington Arms Co., Inc.
Product Service
Legal Case #:5645

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218772	1/13/2011	1/14/2011	1/14/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Samuel	Date	849 W. Lone Star Trail	Flagstaff	AZ	86001		H 928-600-5759 E samueldate@msn.com

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				

Customer sent gun in with our repair form. He stated that he had an unexpected discharge when safety was released. Had issues with extractor and excessive brass shavings. Stated it was difficult to load a round in the chamber. He took it to a gunsmith who did not want to install the new extractor but adjusted the trigger. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	27533	E6506788	RS	11/19/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC	TWO PIECE 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

1/25/11: Per Ilion - Could not duplicate concern. TA has a sticky lube residue. Parts work sluggish. Replace TA, clean & test fire at 1/2 normal cost. Will repair bolt @ n/c - goodwill gesture - quote. Emailed quote to customer for review. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/14/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7 MM REM MAG
	Date Code		RS
	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	SLUGGISH
Extractor	Condition	Slightly Worn; Functioning	CATCHES HEAD ON CLOSING
	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		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Like new; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	STICKY LUBE ON TPA
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

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 RE00218772 Account # - R-	Description/Serial Number E6506788	Date Received - Estimate Date - Current Date -	1/13/2011 1/14/2011 1/25/2011
Customer SAMUEL DATE 849 W LONE STAR TRAIL FLAGSTAFF, AZ 86001 US		Return To SAMUEL DATE 849 W LONE STAR TRAIL FLAGSTAFF, AZ 86001 US	
Phone (H) (928)-600-5759 Phone (W)	Fax Email samueldate@msn.com		

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

Technician's Comments

Problem/Notes could not duplicate concern.trigger assm has a sticky lubrication residue,parts work sluggish.replace trigger plate assm,clea and test fire at 1/2 normal cost.will repair bolt at no charge 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							
F27341	700 EXTRACTOR RIVET MAGNUM	1	Y	\$3.20	0%	\$0.00	
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	N	\$94.00	50%	\$47.00	
F97322	700 EXTRACTOR MAGNUM	1	Y	\$12.00	0%	\$0.00	
Service							
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00	
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50	
4000130	GR-REFINISH BOLT (BOLT ACTION STYLE)	1	Y	\$60.00	0%	\$0.00	
Sub Total:						\$75.50	
Est. Sales Tax:						\$2.59	
Grand Total:						\$78.09	

Print

Reset

24"
25 11/98
5th
014

Model Number: 700 ADL 7mm Rem Mag		Serial Number: E6506788	
Are you the original owner?: ☐ YES ☐ NO			
Name: Samuel Date		Date of Purchase: Approx. 2001	
Address (no PO Boxes): 849 W Lone Star Trail			
City: Flagstaff		State: AZ	Zip: 86001
Phone (Daytime): 928 600 5759		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) samueldate@msn.com			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: Summary: (1) Unexpected discharge when safety was being switched on (December, 2010). (2) Extractor never installed properly, making it difficult to load a round and also causing excessive brass shavings. {Brass shavings in receiver is ~ 5 shots worth!} - Ever since initial purchase, it was always difficult to load the round in the chamber. Last year, I brought to a gunsmith who diagnosed the "sticky bolt" issue as the extractor. He didn't want to install a new extractor (too much hassle), but instead he did adjust the trigger.			
9 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Express Core-Lokt	
Other (i.e. bullet weight/type, shot size, powder): 7mm Rem Magnum 150grain Core-Lokt PSP R7MM2			
Handload Information:			

Please:

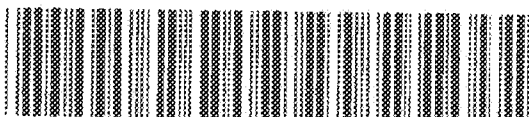
- ① Replace extractor
- ② Refinish bolt face
- ③ Replace trigger.

Thank:
Sam

Serial Number:

E6506788

Model: 700



RE00218772

Powder Weight: could not duplicate CONCERN
Primer Used: TPA HAS A sticky tube residue
part work sluggish. replace
Reloader Used: TPA, clean a test fire AT
1/2 normal cost. will repair
ing and Lubrication): bolt AT N/C GOOD with
first use.

Quote

1/5/2011

Brand of cleaning solution used: Remington
How often do you clean the bore? (Months or Number of rounds) 20
How often do you clean the action? (Months or Number of rounds) 20
How often do you clean the trigger assembly? (Months or Number of rounds) 12 months
Brand of lubricant used: Remington Oil
How often do you lubricate the bore? (Months or Number of rounds) 20 rounds
How often do you lubricate the action? (Months or Number of rounds) 20 rounds
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☒ YES ☐ NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) n/a
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler Avenue Illion, NY 13357
☐ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM. :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

