

Remington Arms Co., Inc.
Product Service
Legal Case #:5587

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218131	1/7/2011	1/10/2011	1/10/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles E.	Davis Sr.	810 Pineview Pl.	Middle River	MD	21220		H 301-387-2829

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1023 Delayed Firing - Firearms			
C	Delayed firing			

Customer sent gun in w/out repair form. He stated that when trigger is pulled, gun does not fire for a period of time. He stated after gun fires & another shell is loaded gun has fired without touching trigger. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25791	B6528096	XD	12/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	ORGILL BROS MEMPHIS TN		Y			

CONCERN:DELAYED FIRING

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

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 dirty & sticky, rusty. Parts are working sluggish. Replace TA, clean & test fire @ 1/2 normal cost - quote. df 2/1/11: No response on quote from cust. Left msg for cust. to call. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/10/2011
	Product Type		RF
	Action Type		A
	Assigned To		J.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		XD
	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	BINDS
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	
	Buiget	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	.011
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY,RUSTY
	Pull	--Select--	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Remington.

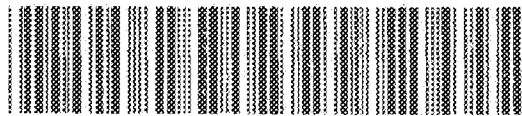
Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: <u>B DL 700</u>		Serial Number: <u>B6528196</u>	
Are you the original owner? ☒ YES ☐ NO			
Name: <u>CHARLES E DAVIS SR.</u>		Date of Purchase: <u>1983 ?</u>	
Address (no PO Boxes): <u>810 PINEVIEW PL.</u>			
City: <u>MIDDLE RIVER</u>		State: <u>MD.</u>	Zip: <u>21220</u>
Phone (Daytime): <u>301 387 2829-410</u>		Fax: <u>444 8735</u>	
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem: <u>WHEN TRIGGER IS PULLED GUN DOES NOT FIRE FOR A PERIOD OF TIME, AFTER GUN FIRES A ANOTHER SHELL IS LOADED GUN HAS FIRED WITHOUT TOUCHING TRIGGER. THIS HAS HAPPENED 3 TIMES.</u>			
Ammunition Information:			
Manufacturer: <u>REM.</u>			
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:			
Case/Hull Used:			
Bullet Type/Shot Size:			
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: <u>G96</u>			
How often do you clean the bore? (Months or Number of rounds) <u>AFTER USE</u>			
How often do you clean the action? (Months or Number of rounds) <u>WHEN GUN IS CLEANED</u>			
How often do you clean the trigger assembly? (Months or Number of rounds) <u>WHEN I THINK NEEDED.</u>			
Brand of lubricant used: <u>G96 GUN TREATMENT.</u>			

could not duplicate concern
T.A. DIRTY + STICKY PARTS ARE
WORKING SLOWLY. Up to
T.A. clean & test fire AT
1/2 normal cost. Quote.

B6528196
Model: 700



RE00218131

RECEIVED
JAN 10 2011

BY:

QUOTATION

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

Remington Arms Company, Inc.

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

Repair Order Number RE00218131 Account # - R-	Description/Serial Number B6528196	Date Received - 1/8/2011 Estimate Date - 1/10/2011 Current Date - 1/14/2011
Customer CHARLES DAVIS 810 PINEVIEW PLACE BALTIMORE, MD 21220 US	Return To CHARLES DAVIS 810 PINEVIEW PLACE BALTIMORE, MD 21220 US	
Phone (H) (301)-387-2829 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	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments

Problem/Notes could not duplicate concern.trigger assm dirty,sticky and rusty.parts are working sluggish.replace trigger plate assm, clean and test fire at 1/2 normal cost.

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	N	\$17.00	0%	\$17.00	
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50	
Sub Total:						\$75.50	
Est. Sales Tax:						\$2.35	
Grand Total:						\$77.85	

