

Remington Arms Co., Inc.
Product Service
Legal Case #:5879

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
223070	2/14/2011	3/15/2011	2/15/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Harrison	7311 Pettitt St.	Amarillo	TX	79108		H 806-681-8206 E harrison284@wildblue.net

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 a note. He stated that he was sending rifle to us for inspection/repair. He stated he hasn't used the rifle in a long time because he has had it fire on safe release. He stated he wants to use it now & wants us to inspect & repair. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Btl.	DOM
Remington	CF/BA	700/22-250 REM	n/a	6832445	BZ	1/1/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	H&H SPT GDS AMARILLO TEXAS	TWO PIECE BASE	U			

CONCERN:FSR

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 under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.40	3/2/2011				

Per Ilion - Could not duplicate concern. TA dirty & sticky. Replace TA, clean & test fire under BLM program - quote. df 3/2/11: I called customer & he received quote. He mailed approval & payment to us a few days ago. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/15/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 22-250 REM
	Date Code		BZ
	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	BINDS
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Elect Test	False	
	Block Condition	--Select--	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	--Select--	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	--Select--	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	--Select--	.006
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY
	Full	--Select--	5#
	Altered	False	SEALANT MISSING
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

FEB. 3, 2011 2411
321/7
54
1006

5879

TO: REMINGTON ARMS SERVICE DEPT.

I AM SHIPPING THIS REMINGTON MODEL 700 BDL
(SERIAL #6832445) FOR INSPECTION AND/OR REPAIR. I HAVE
NOT USED THIS RIFLE FOR QUITE SOMETIME BECAUSE
IN THE PAST IT HAS FAILED TO COCK WHEN LIFTING
THE BOLT HANDLE. AT OTHER TIMES IT HAS DISCHARGED
WHEN PUSHING THE SAFETY LEVER TO THE FIRE POSITION,
(WITHOUT FINGER ON THE TRIGGER).

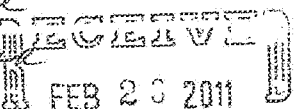
I WANT TO USE THIS RIFLE BUT FEEL IT IS UN-
SAFE TO USE IN THIS CONDITION. PLEASE INSPECT AND
OR REPAIR AND ADVISE ME ON WHAT I NEED TO
DO FOR RETURN.

THANK YOU,
MICHAEL L. HARRISON
7311 PETTITT ST.
AMARILLO, TX 79108-5808
TEL (806) 681-8206
E-MAIL
harrison 284@wildblue.net



could not duplicate concern
T.A. dirty & sticky, replace
TPA, clean & test fire under
BLP for \$20.00 + ship

Quote



BY: _____

QUOTATION**Remington Arms Company, Inc.****ESTIMATING
REPORT**Parts/Repairs
Fax800-243-9700
336-548-7801870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700www.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 RE00223070 Account # - R-	Description/Serial Number 6832445	Date Received - 2/14/2011 Estimate Date - 2/15/2011 Current Date - 3/2/2011
Customer MICHAEL HARRISON 7311 PETTITT ST AMARILLO, TX 79108 US Phone (H) (806)-681-8206 Phone (W) Fax Email		Return To MICHAEL HARRISON 7311 PETTITT ST AMARILLO, TX 79108 US

Please Circle One VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____	
PO Number _____	
Daytime Phone (____) _____	Time To Call _____ Open Acct. <u>R</u> _____
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	
Problem/Notes	could not duplicate concern.trigger assm dirty and sticky.replace trigger plate assm, clean and test fire under bolt lock program for \$20.00 + shipping

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	Y	\$94.00	0%	\$0.00	
Service							
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00	
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00	
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00	
Sub Total:						\$37.00	
Est. Sales Tax:						\$2.50	
Grand Total:						\$39.50	



