

Remington Arms Co., Inc.
Product Service
Legal Case #:5853

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
222797	2/10/2011	2/11/2011	2/11/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		George	Pappas	33 E. Clearfield Rd.	Havertown	PA	19083		H n/a E geo2723@aol.com

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				

Customer sent gun in with our repair form. He stated that during the closing of the bolt - the gun will fire. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	n/a	A6420518	LO	2/1/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	NATIONWIDE SOUTHAMPTON PA	SCOPE BASE	Y			

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 under BLM program	Repair/Replacement Cost \$30.40	Repair/Replacement Date 2/22/2011				

2/22/11: Per Ilion - Could not duplicate concern. TA dirty, parts work sluggish. Replace TA, clean & test fire under BLM program - quote. I emailed quote to customer for review & asked him to contact us. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TKAVIS
	Exam Date		2/11/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		LO
	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	
	Eject/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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-iSS	
Sear	Lift	--Select--	.007
	Notch	Slightly Worn; Functioning	DIRTY
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY PARTS WRK SLUGGISH
	Pull	--Select--	5.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE 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 RE00222797 Account # - R-	Description/Serial Number A6420518	Date Received - 2/10/2011 Estimate Date - 2/14/2011 Current Date - 2/23/2011
Customer GEORGE PAPPAS 33 E CLEARFILED RD HAVERTOWN, PA 19083 US		Return To GEORGE PAPPAS 33 E CLEARFILED RD HAVERTOWN, PA 19083 US
Phone (H) (610)-636-3367 Phone (W)	Fax Email GEO2723@AOL.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

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, parts work sluggish, 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:						\$2.22
Grand Total:						\$39.22

Fulcher, Dell Marie

From: Mail Delivery System [MAILER-DAEMON@AOL.com]
To: geo2723@aol.com
Sent: Wednesday, February 23, 2011 3:41 PM
Subject: Relayed: George Pappas - Remington Ref# 5853

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

geo2723@aol.com

Subject: George Pappas - Remington Ref# 5853

5853

22"
103/77
5.56
1007

Remington

Factory Repair Instructions

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

Model Number: 700	Serial Number:
Are you the original owner? ☒ YES ☐ NO	
Name: GEORGE PAPPAS	Date of Purchase: 1978
Address (no PO Boxes): 33 E CLEARFIELD RD	
City: HAVERTOWN	State: PA Zip: 19083
Phone (Daytime):	Fax:
E-mail Address: Geo2723@AOL.COM ☒ I would like to receive future e-mail updates from Remington.	
Please describe your problem: - AFTER COCKING WEAPON, DURING THE CLOSING OF THE BOLT, THE WEAPON WOULD FIRE.	
Ammunition Information: Boxed / Remington Hunting loads	
Manufacturer:	Type:
Other (i.e. bullet weight/type, shot size, powder):	
Handload Information: N/A	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:
BY: FEB 15 2011	
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: Hoppe's #9	
How often do you clean the bore? (Months or Number of rounds) AFTER EVERY USE	
How often do you clean the action? (Months or Number of rounds) AFTER EVERY USE	
How often do you clean the trigger assembly? (Months or Number of rounds) Daily	
Brand of lubricant used: Rem Oil	

How often do you lubricate the bore? (Months or Number of rounds)	NONE
How often do you lubricate the action? (Months or Number of rounds)	AFTER EACH USE
How often do you lubricate the trigger assembly? (Months or Number of rounds)	NONE
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
☐ YES ☒ NO	
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Never	
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 Hoefler Ave Ilion, NY 13357	

Serial Number: **A6420518**

Model: **700**



RE00222797

IN YOUR FIREARM OR IN THE SAME BOX WITH THE
IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE
NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

ing it.
image in shipping and handling. Preferably,
be returned.)
loss or damage.
de the box. Shipments without a proper

ost. Remington is not responsible for
purchase insurance from your carrier.

defines:

1: 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)

2: 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.

could not duplicate concern.
T.A. dirty parts work sluggish.
replace TPA, clean & test fire
under BLP for \$60.00 + ship

Quote

QUOTATION

Remington Arms Company, Inc.

ESTIMATING REPORT

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Phone (H) (610)-636-3367 Phone (W)	Fax Email GEO2723@AOL.COM	

Please Circle One
☒ VISA ☐ MC ☐ AMEX ☐ DISCOVER Card No. **REDACTED** Exp. Date 12/12
 PO Number _____
 Daytime Phone (610) 636 3367 Time To Call _____ Open Acct. R Date _____
 Approval Customer Signature _____
☐ 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

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Received Date: _____				Sub Total:		\$37.00	
ST: _____				Est. Sales Tax:		\$2.22	
Expense Date: _____				Grand Total:		\$39.22	
Expense File: _____							





