

Remington Arms Co., Inc.
Product Service
Legal Case #:5986

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225385	3/9/2011	3/10/2011	3/10/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Reynerson's Gunsmith Service Inc		Reynerson's Gun	10044 Hooper Rd, Ste A	Baton Rouge	LA	70818		W 225-261-4860

Incident Information

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

3/21/11 Per note with rifle, customer alleges the rifle fired when the bolt was closed.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/308 WIN	27477	G6483111	CZ	4/4/2005 11:14:04 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS CENTER REX	SCOPE BASE	U			

CONCERN-FBC

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 Lion, replace TPA, clean and test fire at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.40	3/21/2011				

3/21/11 Per Lion, could not duplicate concern. Trigger assm dirty and rusty. Can offer to replace TPA, clean and test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		3/10/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 308 WIN
	Date Code		CZ
	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	RUSTY
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	RUSTY
	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	SCRATCHES, MARS RECOIL PAD UPSET
	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---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, RUSTY
	Pull	---Select---	S#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

5986
20"
CZ 4/05
5#
1013

REYNERSON'S GUNSMITH SERVICE INC.

10044 HOOPER ROAD

SUITE A

BATON ROUGE, LA 70818

(225)261-4860 fax (225)261-4865

SHIPPING RECORD

DATE:

2-22-11

SHIP TO:

Remington Service Dept

ITEM:

700-308

G6483111

REASON

FOR SHIPPING:

"Customer Alleges
Rifle Fired when Bolt Closed"

COMMENTS:

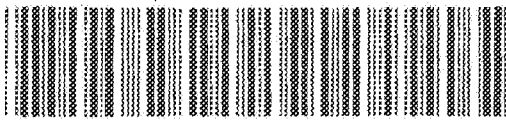
27

26.40

47.40

G6483111

Model: 700



RE00225385

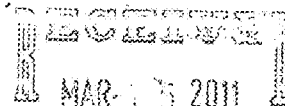
could not duplicate concern
T.A. DIRTY & RUSTY. CAN offer
to replace TPA, clean & TEST
fire at 1/2 normal cost.

Quote

Approved by fax 3/15

RGS WORK ORDER NUMBER:

Please include this form when returning shipped item. Thank you.



BY: _____

QUOTATION

Remington Arms Company, Inc.

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

www.remington.com info@remington.com

ESTIMATING

REPORT

Parts/Repairs
Fax

800-243-9700
336-548-7801

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 PAID.

Repair Order Number RE00225385 Account # - R-	Description/Serial Number G6483111	Date Received - 3/9/2011 Estimate Date - 3/10/2011 Current Date - 3/10/2011
Customer KEYNERSON'S GUNSMITH SERVICE INC. 10044 HOOPER ROAD SUITE A BATON ROUGE, LA 70818 US		Return To KEYNERSON'S GUNSMITH SERVICE I 10044 HOOPER ROAD SUITE A BATON ROUGE, LA 70818 US
Phone (H) (225)-261-4860 Phone (W)	Fax Email	

Please Circle One
VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
PO Number _____
Daytime Phone (_____) _____ Time To Call _____ Open A/c. R. 7530927
Approval: Customer Signature Lydia Reynerson Date 3/15/11
☐ 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	M123 FORWARD TO PRODUCT SERVICE F

Technician's Comments

Problem/Notes could not duplicate concern trigger assm dirty and rusty, can offer to 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
P3035708	X-MARK PRO 700 TRIG ASSB RJ1 BLACK (O	1	N	\$94.00	50%	\$47.00
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:						\$3.02
Grand Total:						\$78.52

MAR 15 2011
CPR 3/15/11
J. W. C.



