

Remington Arms Co., Inc.
Product Service
Legal Case #:5798

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221351	1/31/2011	2/1/2011	2/1/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	The Gun Works of Central NY		The Gun Works o	5378 State Rt 31	Verona	NY	13478		W 315-363-7041

Incident Information

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

2/17/11 Per note with rifle, fired when bolt closed.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/270 WIN	n/a	6485635	RU	11/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	U S TACKLE ATLANTA GA	TWO PIECE BASE	U			

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, replace TPA, clean and test fire under BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	60.40	2/17/2011				

2/17/11 Per Ilion, could not duplicate concern. Trigger assm dirty, rusty. Set Screws altered. Replace TPA, clean and test fire under BLSM program price of \$20 + shipping. Faxed estimate to dealer.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B TRAVIS
	Exam Date		2/1/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		RU
	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	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Elect 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,DENTS
	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	
Scar	Lift	--Select--	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	--Select--	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

5798

72"
1244/71
3.54
.010

THE GUN WORKS OF CENTRAL NEW YORK

5378 STATE ROUTE 31

VERONA NEW YORK 13478

CNYGUNWORKS@HOTMAIL.COM

PH: 315-363-7041

FX: 315-280-0841

REMINGTON:

JAN 24 - 2011

PLEASE REPAIR AND SHIP BACK TO ABOVE
ADDRESS. THANK YOU.

CUSTOMER COMPLAINT:

FIRE WHEN BOLT CLOSED

THANK YOU

REPAIR # 078280

SERIAL NO. 6485635

20.40
27. —
35. —
15. —

97.40
37. —

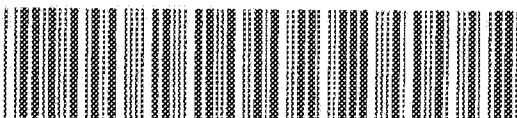
60.40

could not duplicate concern
T.A. dirty, rusty, set screws
altered. replaced TPA, clean +
Test fire under BLP for
20.00 + ship.

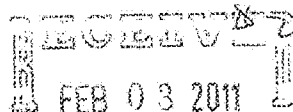
Serial
Number:

6485635

Model: 700



RE00221351



BY:

Quote

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

800-243-9700

Fax

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 DUE.

Repair Order Number RE00221351 Account # - R-	Description/Serial Number 6485635	Date Received - 1/31/2011 Estimate Date - 2/1/2011 Current Date - 2/17/2011
Customer THE GUN WORKS OF CENTRAL NEW YORK 5378 STATE ROUTE 31 VERONA, NY 13478 US		Return To THE GUN WORKS OF CENTRAL NEW 5378 STATE ROUTE 31 VERONA, NY 13478 US
Phone (H) (315)-363-7041 Phone (W)		Fax Email

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		
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Reported		Problems Found	
M100	SEE CUSTOMERS LETTER	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Technician's Comments	
Problem/Notes	could not duplicate concern, trigger assembly dirty, rusty, set screws altered. Replace trigger assembly, clean + test fire under bolt lock program for \$20 + shpg

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 ASSE 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
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00
Sub Total:						\$37.00
Est. Sales Tax:						\$2.59
Grand Total:						\$39.59

TRANSMISSION VERIFICATION REPORT

TIME : 02/17/2011 11:38
 NAME :
 FAX : 3365487823
 TEL :
 SER.# : BROCBJ148005

DATE, TIME 02/17 11:38
 FAX NO./NAME 13152800841
 DURATION 00:00:38
 PAGE(S) 01
 RESULT OK
 MODE STANDARD
 ECM

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

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Phone (H) (315)-363-7041 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

Reported	Problems	Found
M100 M123	SEE CUSTOMERS LETTER FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123 FORWARD TO PRODUCT SERVICE F

Technician's Comments

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