

Remington Arms Co., Inc.
Product Service
Legal Case #:5859

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
222736	2/10/2011	2/11/2011	2/11/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Toms Guns		Toms Guns	PO Box 115 215 W Main	Marshall	WI	53559		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired with safety on Concern:1005 Unexplained Discharge Safe ON			
C				

2/28/11 Per note with rifle, gun went off a couple of times with safety on.cn

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/280 REM	25632	B6761975	XF	12/1/1985
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HDQ INC 45449	TWO PIECE BASE	U			

CONCERN-FSO

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, replace TPA, clean and test fire at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				
	47.40	12/28/2011				

2/28/11 Per Ilion, could not duplicate concern. Trigger assem dirty and sticky, parts work sluggish. Replace TPA, clean and test fire at 1/2 normal cost.cn

Examination{Remington/CF/BA}

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/11/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 280 REM
	Date Code		XF
	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/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		M700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY, PARTS WORK SLUGGISH
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	M700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington

5859

22"
X P 14/85
6.5
1012

Model 700 the gun went off a couple of
times with safety on. Remington 887; and
looking up. Brand new gun please correct
both firearms

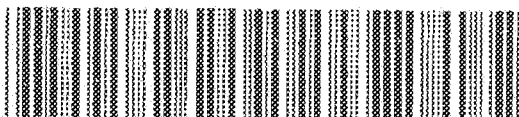
Toms Gans
P.O. Box 115
215 W. Main
Marshall W.
53559

P +

Serial
Number

B6761975

Model: 700



RE00222736

RECEIVED
FEB 15 2011

BY:

could not duplicate concern.
T.A. dirty + sticky parts work
sluggish. replace TPA, clean &
Test fire at 1/2 normal cost.

27.-

20.40

47.40

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 RE00222736	Description/Serial Number B6761975	Date Received - 2/10/2011
Account # - R-		Estimate Date - 2/14/2011
		Current Date - 2/14/2011
Customer TOMS GUNS 215 W. MAIN ST. MARSHALL WI 53559 US		Return To TOMS GUNS 215 W. MAIN ST. MARSHALL WI 53559 US
Phone (H) (608)-332-8439		Fax
Phone (W)		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

M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F
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Technician's Comments
Problem/Notes could not duplicate concern.trigger assm dirty and sticky, parts work sluggish.replace trigger plate assm, clean and test fire at 1/2 normal cost.

Estimate 21C 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:						\$3.78
Grand Total:						\$79.28

Received Date: 2/20/11
Response Date: 8924
Assurance/File: ck



