

Remington Arms Co., Inc.
Product Service
Legal Case #:6868

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
247278	11/17/2011	11/18/2011	11/18/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Richard	Grissom	106 Calais Way	Shavano Park	TX	78249		W 210-345-2942 E richard.grissom@valero.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 rifle in w/note. He stated that he has had FBC w/rifle & bolt is hard to close with round in chamber. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	XR100/223 REM	25841	7815309	DZ	9/29/2005 6:58:40 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	PACIFIC FLYWAY WHOLESALE		U			

CONCERN:FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/XR100/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

12/6/11: Per Ilion - Could not duplicate concern as received. Brass build up around extractor causing hard closing. Can offer to repair, clean bolt & replace TA to restore confidence in rifle @ 1/2 normal cost - quote. I called cusotmer & was asked to email the quote. df 1/13/12: No response to quote from customer. I left him a VM to call me as soon as possible or factory would have to do R as R. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 223 REM HB
	Date Code		DZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn;	

	Condition	Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	BRASS BUILD UP
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Worn; Functioning	HAS A BUILD UP OF BRASS SHAVINGS CAUSING BOLT TO CLOSE HARD AT TIMES
	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		M/7 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	40X STYLE TPA
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.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 (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number RE00247278	Serial Number / Description 7815309 Model XR100 Center Fire Caliber: 223 REM	Date Received: 10/24/2011 Estimate Date: 11/18/2011 Date Printed: 12/06/2011
Customer: RICHARD GRISSOM 106 CALAIS WAY SHAVANO PARK, TX 78249 US		Return To: RICHARD GRISSOM 106 CALAIS WAY SHAVANO PARK, TX 78249 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp. Date _____
Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____

Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Problems

Reported

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

mfg date 9/05. could not duplicate fire on bolt closing concern as received. brass build up around extractor causing hard closing. can offer to repair/clean bolt and replace trigger plate assm at 1/2 normal cost to restore confidence in rifle.

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)

Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F202446	Part	XR100 TRIG ASSB RH	1	Billable	1	89.00	50	44.50
F97138	Part	700 EXTRACTOR 222 THICK	1	Billable	1	12.00	50	6.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 79.00

Est Sales Tax: 5.33

Grand Total: \$84.33

Fulcher, Dell Marie

From: postmaster@remington.com
To: richard.grissom@valero.com
Sent: Tuesday, December 06, 2011 4:42 PM
Subject: Relayed: Richard Grissom - Remington Repair # 247278

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

richard.grissom@valero.com

Subject: Richard Grissom - Remington Repair # 247278

November 9, 2011

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

Please find enclosed the rifle requiring service along with your service request.

Please contact me if there are any questions:

Work: 210-345-2942

Email: Richard.grissom@valero.com

Thank you for help in solving the problems:

1. The bolt is easy to close WITHOUT a cartridge in the chamber. When a cartridge is put in the chamber, the bolt is often very difficult to close.
2. The gun will randomly fire when the bolt is closed. This has happened to me as well as other family members.

Sincerely,



Richard D. Grissom

106 Calais Way
Shavano Park, TX 78249
Work: 210-345-2942

RECEIVED
NOV 21 2011

BY:

Serial
Number:

7815309

Model: XR100



RE00247278

could not duplicate ^{TPA} concern as
rec'd. Brass build up around ext
causing hard closing. can often
to rep in/clean bolt + rep hsc & TPA
to restore confidence in rifle at
1/2 normal cost.
@cost

26"
D29/05
3.5#
012

6868







