

Remington Arms Co., Inc.
Product Service
Legal Case #:7341

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
256410	1/27/2012	1/30/2012	1/30/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Bass Pro	Cody Miller	Bass Pro	1935 S. Campbell	Springfield	MO	65807		W 417-891-5388
Incident		Justin	Paasch	586 Jester Ave	Republic	MO	65738		H 501-529-4954

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fires when putting on safe	Concern:1011 Improper Safety Design	Unknown	
C				

2/8/12 Per note with rifle, customer stated that the firearm goes off when place on safe.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	25783	C6779889	XN	12/7/1993
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT CENTER INC	SCOPE BASE,RINGS	U			

CONCERN: FSR

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, offer to replace TPA, clean, test at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

2/8/12 Per Ilion, could not duplicate concern. Can offer to replace TPA, clean, test at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/30/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4041	Defective Ammunition Casing	
Barrel	Description		24" 22-250 REM
	Date Code		RN
	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	
	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/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,SOME LITE RUST
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,RINGS

7341



24"
X M12/G
4.5"
:016

22 January 2012

Bass Pro Shop
Attn: Gunsmith Dept.
1935 S. Campbell
Springfield, MO 65807

Attn: Service Department
14 Hoefler Avenue
Ilion, NY 13357

To whom it may concern:

Enclosed you will find a Remington 700 Serial#C6779889. This firearm is being sent on behalf of a Bass Pro Shops customer and is referenced in service #SR00002339. Customer stated that firearm goes off when placed on safe.

SR# 00002339

Point of contact concerning this matter would be: Cody Miller, @ (417) 891-5388 or (417) 887-7334 ext. 4212; or email - crmiller@basspro.com. Our shop hours are 9 am to 6 pm CST should further information be needed.

Thank you,

Cody Miller
Service Advisor

Serial Number:

C6779889

Model: 700



RE00256410

RECEIVED
FEB 02 2012

BY:.....

could not dup. con.
can offer to replace TPA;
clean test at 1/2 norm.
cost.

Quote

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your unloaded firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<[>>](mailto:info@remington.com)) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label

(cut here)

Arms Services
SR#SR00002339
14 Hoefler Ave
Ilion, NY 13357 US


Email:



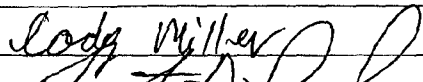

Work Ticket # **20920**

Date: **1/21/12**

BASS PRO SHOPS OUTDOOR WORLD
Gunsmith Performance Center (GPC)
 Repair Work Ticket

Log #: **SKU: 1856475**
 Serial #: 


This Section to be Completed by the Customer			
Customer Name: First Name JUSTIN Last Name PARSCH		Daytime Phone: (501) 594-954	Home Phone: (479) 671-3916
Customer Street Address: 506 Jester Ave		City: Republic	State: MO Zip: 65738
Make/Model: Remington 700	Work To Be Completed: (Include Gunsmith Comments) Ship to Remington		
Serial Number: C6779889	Caliber/Gauge: 22-250		

This Section to be Completed by the Associate Only		
<input type="checkbox"/> Customer Property? Requesting Store Gunsmith Firearms Repair Log# (Book-page-line): _____		Promise Date: _____ Estimated Repair Costs: Shipping
<input type="checkbox"/> Store Property? SKU: _____ Requesting Store A&D Log Number: _____		Inspection Notes: <input type="checkbox"/> Scopes <input type="checkbox"/> Sling Case: Hard / Soft
Requesting Store Name and Number: _____		
Shipped to GPC#:	Date Shipped:	Tracking#:
Print: Associate Name: Cody Miller Phone Number: 467-891-5388		Associate Signature: 
I have reviewed the work-to-be-completed estimate and authorized Bass Pro Shops GPC to complete the above work.		Customer Signature: 

This Section to be Completed by the Gunsmith Only				
Date Ordered	Part Ordered	Source	Status	Date Rec'd
Assigned to Gunsmith:	GPC Firearms Repair Log#:	GPC Store A&D Log#: (If Store Property):	Notes:	
Date Rec'd at GPC:	Date Rtn'd to Requesting Store:	Tracking #:		
SKU#	Item Description/Work Performed			Amount
Totals:	Parts:	Labor:	Shipping:	Grand Total: \$

This Section to be Completed at Time of Customer Pick-Up		
Satisfaction guaranteed, 90 day warranty from date of pick-up on all service performed. I have inspected the above firearm and I am satisfied that the work performed and the overall condition of the firearm upon return to me is acceptable, unless otherwise noted. I acknowledge a trigger lock has been installed and must be removed prior to leaving the store.		Customer Signature at Time of Pick-Up: _____ Pick-Up Date: _____

PS 26872

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	Serial Number / Description	Date Received:	01/27/2012
RE00256410	C6779889	Estimate Date:	01/30/2012
	Model 700 RIFLE 22-250	Date Printed:	02/08/2012

Customer:

BASS PRO SHOPS
1935 S CAMPBELL AVE.
SPRINGFIELD, MO 65807 US

Return To:

BASS PRO SHOPS
1935 S CAMPBELL AVE.
JUSTIN PAASCH
SPRINGFIELD, MO 65807 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

could not duplicate concern.can offer to replace trigger plate assm, clean and test fire at 1/2 normal cost

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
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Billable	1	94.00	50	47.00
4000114	Service	GR-SHIPPING & 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: 75.50
Estimate Tax 1.99

77.49



