

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8389

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
293611	12/19/2012	12/20/2012	12/20/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Big R	---	Big R	2600 Gabel Rd.	Billings	MT	59102		W 406-652-7968 E stacey@shiptonsbigr.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

SR# 36160 - Service Request Section: Claims gun fires when removed from safety. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	26259	T6259633	EV	10/24/2001 5:52:59 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	HENRYS TACKLE LLC		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 - Quote to repair @ 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

12/21/12: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test at 1/2 normal cost to restore confidence - quote. df  
1/8/13: Spoke w/Stacy @ store. She did not receive quote by mail. I emailed it to her today. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/20/2012
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 3006 SPRG
	Date Code		EV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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---	
Magazine	Condition	Missing	
	Box 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		STANDARD SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	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.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>	12/19/2012
RE00293611	T6259633	<b>Estimate Date:</b>	12/20/2012
	Model 700 Center Fire Caliber: 30 -06 SPRG	<b>Date Printed:</b>	01/08/2013

**Customer:**

BIG R  
2600 GABEL ROAD  
BILLINGS, MT 59102 US

**Return To:**

BIG R  
2600 GABEL ROAD  
BILLINGS, MT 59102 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 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
F305571B	Part	700 X-MARK PRO TRIG ASSB RH SILVER (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

Est Sales Tax: .00

Grand Total: \$75.50

# Service Request

Remington Service  
PO Box 700



Madison, NC 27925-0700

www.Remington.com

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

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

24  
EV1010  
4.5  
2012

Service Request Number SR00036160		Serial Number / Description T6259633 Model 700SDM RIFLE		Date of Request: 11/26/2012 Date Printed: 12/10/2012																	
Customer: BIG R 1600 GABEL ROAD BELLINGHAM, MT 59102 US		Destination: Ann's Services 14 Hoedler Ave Hion, NY 13357 US		Email: stacey@shipionsbigr.com																	
Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.																					
Reason For Return M295 - EVALUATE AND REPAIR SAFETY INSP.																					
Service Request Section claims: gun fires when removed from safety																					
<table border="1"> <thead> <tr> <th>Material</th> <th>Type</th> <th>Description</th> <th>Qty Needed</th> <th>Warranty</th> <th>Price</th> <th>Disc</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td colspan="8"> <div style="display: flex; justify-content: space-between;"> <div> <p>Serial Number: T6259633</p> <p>Model: 700</p> <p>RE00293611</p> </div> <div> <p>RECEIVED</p> <p>DEC 21 2012</p> <p>BY: _____</p> <p>could not dup concern can offer to rep. TPAC bar + JUST AT 1/2 charge to restore confidence</p> </div> </div> </td> </tr> </tbody> </table>						Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	<div style="display: flex; justify-content: space-between;"> <div> <p>Serial Number: T6259633</p> <p>Model: 700</p> <p>RE00293611</p> </div> <div> <p>RECEIVED</p> <p>DEC 21 2012</p> <p>BY: _____</p> <p>could not dup concern can offer to rep. TPAC bar + JUST AT 1/2 charge to restore confidence</p> </div> </div>							
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THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the																					
<div style="text-align: right;"> <p>Sub Total: .00</p> <p>Est Sales Tax: .00</p> <p>Grand Total: \$ .00</p> </div>																					

<b>Model Number:</b> 26259		<b>Serial Number:</b> T6259633	
<b>Name:</b> Shipton's Big R		<b>Date of Purchase:</b> 10/2002	
<b>Address (no PO Boxes):</b> 2600 GABEL ROAD			
<b>City:</b> BILLINGS		<b>State:</b> MT	<b>Zip:</b> 59102
<b>Phone (Daytime):</b> 4066529118		<b>Fax:</b> 406-655-8150	
<b>E-mail Address:</b> stacey@shiptonsbigr.com			
<b>Please describe your problem:</b> <p>Gun discharged when owner flipped the safety off on the rifle.          Could this be a recall?</p>			
414 characters left			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<input type="checkbox"/> <b>WARNING:</b> DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. <b>THIS IS A VIOLATION OF FEDERAL LAW.</b> IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.  :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Ship your <b>INSURED</b> firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.			







