

Remington Arms Co., Inc.
Product Service
Legal Case #:7227

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
252877	1/7/2012	1/9/2012	1/9/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Guns Inc	Tony	Guns Inc	350 COLUMBIA TURNPIKE	RENSSELAER	NY	12144		W 518-477-8113 F 518-477-8116
Incident		John	Porto Jr	2346 Cty. Rt. 11	Hillsdale	NY	12529		H 518-672-7530 W 518-828-1077 C 518-755-0287 E portos@verizon.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S FBC	Concern:1008 Fired on Bolt Closing			
C				

Dealer sent rifle in for consumer. Consumer stated the safety stuck in fire position, bolt not working, rifle fires when closing bolt. No damage or injury reported. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25773	B6501509	RD	11/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN HDWE WESTFIELD MA		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 - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

1/16/12: Per Ilion - TA very dirty, sticky & rusty. Trigger not returning under sear properly. Replace TA, clean & test fire at 1/2 normal cost - quote. df 1/25/12: No response to quote. I called dealer & he had me fax it to him. He will get w/consumer for appr & payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/9/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code		RD
	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; Not 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; Not 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---	N/A
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY, STICKY, RUSTY TRIG NOT RETURNING UNDER SEAR WILL FOLLOW DOWN
	Pull	---Select---	1.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

7227

22
RD1/83
1.5#

12-7-2011

To: Remington Arms

From: John Porto, Jr.
2346 Cty. Rt. 11
Hillsdale, NY 12529

The enclosed rifle - Serial # B6501509 30-06 Model # 700
is in need of repair with the following problems:

Safety - stuck in fire position

Bolt not working

Rifle fires when closing bolt

Please repair and do a complete check-over of rifle mechanisms & trigger assy.

Thank you,

John Porto JR

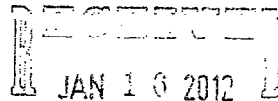
Home phone 518 672-7530
Cell phone 518 755-0287
Work phone 518 828-1077
Email Portos@verizon.net

B6501509

Model: 700



RE00252877



BY:.....

T.A. very dirty, sticky & rusty.
TRIG. not returning under SEAR
properly. Replace TPA, clean
next fire at 1/2 normal
cost.

Quote



FACSIMILE TRANSMITTAL SHEET

To: Tony Date: 1/25/12

Company: Guns Inc From: Parts & Repair Dept

Fax No.: 518-477-8116 Fax No.: 336-5487801

Phone No.: _____ Phone No.: 1-800-243-9700

Number of pages including Cover Sheet: 2

COMMENTS:

Quote to repair

PRIVILEGED AND CONFIDENTIAL

This facsimile is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure. If you are not the intended recipient please do not disseminate, distribute, or copy this communication. Instead, please notify the sender immediately by return fax or by telephoning the number above and discard all copies of this fax.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700
Phone 336-548-8700 • www.remington.com

Quotation

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

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:	01/06/2012
RE00252877	B6501509	Estimate Date:	01/09/2012
	Model 700 Center Fire Caliber: 30 -06 SPRG	Date Printed:	01/25/2012

Customer:

Return To:

GUNS INC
350 COLUMBIA TURNPIKE
RENSSELAER, NY 12144 US

GUNS INC
350 COLUMBIA TURNPIKE
RENSSELAER, NY 12144 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

trigger assm dirty, sticky and rusty. trigger not returning under sear properly. 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-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: 75.50

Est Sales Tax: 5.29

Grand Total: \$80.79

TRANSMISSION VERIFICATION REPORT

TIME : 01/25/2012 17:24
 NAME :
 FAX : 3365487823
 TEL :
 SER.# : BROCOJ148005

DATE, TIME
 FAX NO./NAME
 DURATION
 PAGE(S)
 RESULT.
 MODE

01/25 17:24
 15184778116
 00:00:32
 01
 OK
 STANDARD
 ECM

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

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 350 COLUMBIA TURNPIKE
 RENSSELAER, NY 12144 US

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 Open Account: R PO Number:

Approval Signature:

Daytime Phone: () Time to Call: Date:

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