

Remington Arms Co., Inc.
Product Service
Legal Case #:7481

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
261535	3/12/2012	3/13/2012	3/13/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Victor	Prado	5608 Rabella Dr	Farmington	NM	87402		E victorfidelaprado@me.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4006 Firing pin drops when safety is flipped Concern:1007 Fired on Safe Release	Altered Adjustments or Components	Unknown	
C				
3/29/12 Per note on SR, firing pin drops when safety is flipped.cm				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	265004	AP	3/1/1967
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

CONCERN:FSR

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, replace TPA, clean and test under BLSM program price	Repair/Replacement Cost 30.40	Repair/Replacement Date 3/29/2012				

3/29/12 Per Ilion, trigger assm has a sticky lube residue causing parts to work sluggish. Replace TPA, clean and test under BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/13/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 243 WIN HB
	Date Code		AP
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY.PARTS WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assmbly	M/700 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	Serial Number / Description	Date Received:
RE00261535	265004	03/12/2012
	Model 700 Center Fire 243	Estimate Date: 03/13/2012
		Date Printed: 03/29/2012

Customer:

VICTOR PRADO
5608 RABELLA DR
FARMINGTON, NM 87402 US

Return To:

VICTOR PRADO
5608 RABELLA DR
FARMINGTON, NM 87402 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 has a sticky lubrication residue causing parts to work sluggish. replace trigger plate assm, clean and test fire under bolt lock program for \$20.00 + shipping

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	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000116	Service	GR-LABOR	20	Billable	20	1.00	0	20.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

Emailed quote.

*3/29/12
on Appr. Hld*

Sub Total: 37.00

Est Sales Tax: 1.85

Grand Total: \$38.85

From: Remington <customerservice@Remington.com>
Subject: Remington Arms Service Request SR00013082
Date: February 17, 2012 12:18:58 PM MST
To: victoridelaprado@me.com
3 Attachments, 181 KB

7481

211
AP3/67
4#
008

Please open the attached JPG files and follow their instructions for your Service Request SR00013082.

Service Request

Remington Service
PO Box 700



Madison, NC 27025-0700

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

www.Remington.com

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.

Service Request Number SR00013082	Serial Number / Description 265004 Model 700 Center Fire	Date of Request: 02/17/2012 Date Printed: 02/17/2012
Customer: VICTOR PRADO 5608 RABELLA DR FARMINGTON, NM 87402 US Email: victoridelaprado@me.com	Destination: Arms Services 14 Hoedler Ave Ilion, NY 13357 US Email:	
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 M240 - BOLT LOCK SAFETY MODIFICATION		
Service Request Section firing pin drops when safety is flipped.		
Parts And Service Details		
Material	Type	Description
		Qty Needed
		Warranty
		Price

RECEIVED
MAR 14 2012

Serial Number

265004

Model: 700



RE00261535

BY:.....

T.A. has a sticky lubricant
causing parts to work sluggish.
Use TPA, clean test cases
BLP Rott 20. r

Quok





