

Remington Arms Co., Inc.
Product Service
Legal Case #:8024

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
284940	10/9/2012	10/10/2012	10/10/2012				

Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Jarrell	Price	Box 164 Log Cabin Rd	Mocksville	NC	27028		H 336-492-6499 E jarrell.price@irco.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Damage to house	Cause:4038	Could Not Duplicate Concern		Unknown
S Fired when closing action	Concern:1008	Fired on Bolt Closing		
C				

PI

PD Damage to house

Cause:4038 Could Not Duplicate Concern

Unknown

S Fired when closing action

Concern:1008 Fired on Bolt Closing

C

10/11/12 Per note on RE, wants safety modification. firearm went off when closed action. Price was contacted with the quote to replace the TPA at the BLSM program price and he stated that he should not have to pay and then mentioned who was going to pay for the damage to his house.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	B6263616	LB	2/2/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	J C PENNEY STATESVILLE NC		U			

CONCERN: FBC

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
Replace TPA, clean, test at no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	66.44	10/11/2012				

10/11/12 Left message for Price to call me. Need more info on the property damage.cm 10/11/12 Mr. Price called and said when the rifle went off it shot through the side of the house. He only brought that up because he was told he would only pay about \$37 for the repair. He paid about \$37 for shipping the rifle in to us and thought that was all he would pay. When they called wanting \$37 for repair he felt he was misled and said he would pay it but who would pay for the damage to the house. He is not pursuing anything for the property damage, he only wants to have the rifle repaired and returned for no additional charge. I told him I would since there was a misunderstanding when the CSR explained initially. I verified that Price did pay the initial shipping.cm

Examination[Remington/CF/BA]

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Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/10/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		LB
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	--Select--	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	--Select--	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	--Select--	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	--Select--	.006
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	--Select--	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

8024

221
LB2/81
4#
006

Service Request

Marlin Service

PO Box 187

Madison, NC 27025-1871



Parts and Repairs: P:800-544-8892 F:336-343-7801

www.marlinfirearms.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. ENCLOSE THIS DOCUMENT WITH YOUR RETURN.

Service Request Number SR00030299	Serial Number / Description B6263616 Model 7995	Date of Request: 09 27 2012 Date Printed: 09 27 2012
Customer: JARRELL PRICE BOX 164 LOG CABIN ROAD MOCKSVILLE, NC 27028-US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	Email: jarrell.price@sco.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 M240 - BOLT LOCK SAFETY MODIFICATION		
Service Request Section wants safety modification. firearm went off when closed action		
Parts And Service Details		
Material	Type	Description
		Qty Needed
		Warranty
		Price
		Disc
		Amount
		Sub Total: .00
		Est Sales Tax: .00
		Grand Total: \$.00

Serial Number:

B6263616

Model: 700



RE00284940

could not duplicate concern
duplca TPA, clean pest under
TCP Con \$ 20 +

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

RECEIVED
OCT 17 2012

BY:.....

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:
RE00284940	B6263616	10/09/2012
	Model 700 Center Fire Caliber: 30 -06 SPRG	Estimate Date: 10/10/2012
		Date Printed: 10/10/2012
Customer:		
JARRELL PRICE BOX 164 LOG CABIN ROAD MOCKSVILLE, NC 27028 US		Return To:
336-492-6499		JARRELL PRICE
jarrell.price@irco.com		BOX 164 LOG CABIN ROAD
		MOCKSVILLE, NC 27028 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.

Reported	Problems	Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION		M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

could not duplicate concern.replace trigger plate asm,clean and test fireunder 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	

Sub Total: 37.00
Est Sales Tax: .00





