

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7502

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
261937	3/16/2012	3/19/2012	3/19/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Vernon	Quinn	3771 East Diagonal Rd.	Rathdrum	ID	83858		

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Safety not working properly Concern:1032 Safety not working properly			
C				

SR# 13277 - Reason for Return: Bolt Lock Safety Modification. Service Request Section: Safety Malfunctioned. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	6360621	OT	7/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	JENSEN BYRD SPOKANE WASH		U			

CONCERN:SAFETY MALFUNCTION

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 @ a discount						
	Repair/Replacement Cost	Repair/Replacement Date				

3/21/12: Per Ilion - Could not duplicate concern. TA dirty & rusty. Rifle has an extreme max headspace condition. Replace TA, clean & test fire under BLM & replace w/oversize bolt to correct headspace @ 1/2 cost. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/19/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		OT
	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	Worn; Functioning	HAS EXCESSIVE HEADSPACE
	Notch Condition	--Select--	
Overall	Exterior Condition	Worn; Functioning	DIRTY,RUSTY
	Stock Condition	Worn; Functioning	SCRATCHES,DENTS,FINISH WEAR
	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--	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	--Select--	4#
	Altered	False	SEALANT MISSING
	Sub-Assembly	M/700 Bolt Lock	

# Service Request

Remington Service  
PO Box 700

Madison, NC 27025-0700



ATTN: SMP

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

7502

24"  
07/17  
4#  
1011

Service Request Number: R00013277  
Serial Number / Description: 6360621  
SMP

Date of Request: 02/20/2012  
Date Printed: 02/20/2012

Customer:  
VERNON QUTNN  
3771 EAST DIAGONAL RD  
RATHDRUM, ID 83858 US

Destination:  
Arms Services  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:

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

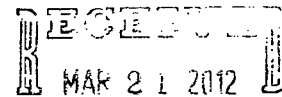
Service Request Section  
SMP PROGRAM  
SAFETY MALFUNCTIONED

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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6360621  
Model: 700



RE00261937



BY: \_\_\_\_\_

could not duplicate concern.  
T.A. Dirty & Rusty. Rifle has  
AN Extreme max headspace cond.  
replace TPA, clean & test under BCP  
for 20. +, replace w/ oversize  
Bolt to correct headspace at 1/2 cost.

Quote

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00  
Est Sales Tax: .00  
Grand Total: \$ .00







