

Remington Arms Co., Inc.
Product Service
Legal Case #:9176

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
321706	9/20/2013	9/9/2013	9/23/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jim	Birmingham	1493 Owl Creek Lane	Swansea	IL	62226		H 618-622-3543

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FBC	Concern:1008	Fired on Bolt Closing	Unknown	
C				

9/9/13: Received call from Jim Birmingham, he stated that "sometimes when closing the bolt, the trigger will release." He said the only adjustment he has made is to the hex screw in the trigger face. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	29663	RR60378B	AH	3/6/2013 5:54:35 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	ACUSPORT (OH) CORPORATION	TWO PIECE BASE	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
Replace TPA, check over and test at no charge						

Repair/Replacement Cost	Repair/Replacement Date
\$50	

9/9/13: Sending ARS, letter, and SR paperwork. Box order on SAP order 1538529. jbi 9/24/13: Per Ilion, could not duplicate concern. To restore confidence in rifle, will replace trigger assembly, check over, and test at no charge. jbi

Examination[Remington/CF/BA]

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Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/23/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 308 WIN SS HB
	Date Code		AH
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	

Remington®

2411
A43/i
3#
.011

COPY

September 9, 2013

9176

Jim Birmingham
1493 Owl Creek Lane
Swansea, IL 62226
Phone: 618-622-3543

Ref # 9176, Remington Model 700, Serial # RR60378B

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
SEP 24 2013

BY:.....

Serial
Number:

RR60378B

Model: 700



RE00321706

could not dup concern
to restore confidence in
rifle will rep. Trig. Assn.
check over + test AT
N/C

A260977

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 29767

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service - Scott Nichols

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

Service Request Number SR00061130	Serial Number / Description RR60378B Model 700 RIFLE Caliber: 308	Date of Request: 09/09/2013 Date Printed: 09/09/2013
Customer: JIM BIRMINGHAM 1493 OWL CREEK LANE SWANSEA, IL 62226 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
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Product Service #9176. jbi

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

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

ARS LABEL REQUEST FORM

DATE: 09/09/2013	Service Request # SR00061130
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: irvingjb email address: I WILL MAIL	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	JIM BIRMINGHAM 1493 OWL CREEK LANE SWANSEA, IL 62226 US SR00061130 Email:
RETURN ITEM TO:	ILN Arms Services



4XX698 SEP 9, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX6989065848538
 REF 1:SR00061130
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE - PIECE PUB RATE CHRGs:		
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 11.01	PUB+HANDLING	11.01

ATTN: Product Service - Scott Nichols







