

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9297

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
323732	10/11/2013	10/14/2013	10/14/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Richard	Johnson	9049 Michigan Ave	Saint Helen	MI	48656		H 810-441-0810

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

Per SR00063072 Service Request Section, customer states that the rifle fires when the safety is released. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	78 SPORTSMAN/3006 SPRG	N/A	C6220001	XH	12/18/1987
Date Purchased	Where Purchased	Accessories	Original Owner			
	GUNS GALORE		U			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/78 SPORTSMAN/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Offer to replace trigger assembly, check over, and test at 50% discount						
	Repair/Replacement Cost	Repair/Replacement Date				

10/16/13: Per Ilion, could not duplicate concern. Trigger assembly is dirty. To restore confidence can offer to replace trigger assembly, check over, and test at 1/2 normal cost. jbi 10/18/13: I called customer, he approved quote with credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date		10/14/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		XH
	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	BINDS
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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-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](http://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.**

<b>Repair Number</b> RE00323732	<b>Serial Number / Description</b> C6220001 Model 78-SPORTSMAN Center Fire Caliber: 30 -06 SPRG	<b>Date Received:</b> 10/11/2013 <b>Estimate Date:</b> 10/14/2013 <b>Date Printed:</b> 10/18/2013
<b>Customer:</b> RICHARD JOHNSON 9049 MICHIGAN AVE SAINT HELEN, MI 48656 US	<b>Return To:</b> RICHARD JOHNSON 9049 MICHIGAN AVE SAINT HELEN, MI 48656 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	Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments**  
 could not duplicate concern. trigger assembly dirty.to restore confidence in rifle can offer to replace trigger assembly.check over 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	97.00	50	48.50	
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00	
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50	
							<b>Sub Total:</b>	<b>77.00</b>	
							<b>Est Sales Tax:</b>	<b>2.91</b>	
							<b>Grand Total:</b>	<b>\$79.91</b>	

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



22"  
XH 12/4  
6#  
016

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.**

<b>Service Request Number</b> SR00063072	<b>Serial Number / Description</b> C6220001 Model	<u>9297</u>	<b>Date of Request:</b> 09/30/2013 <b>Date Printed:</b> 09/30/2013
<b>Customer:</b> RICHARD JOHNSON 9049 MICHIGAN AVE SAINT HELEN, MI 48656 US		<b>Destination:</b> 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**  
CUSTOMER STATES THAT THE RIFLE FIRES WHEN THE SAFETY IS RELEASED.

10-5-13

GUN WAS PURCHASED AT  
GUNS GALORE IN FENTON MI  
I'M MOVING SOON AND HAVE  
PACK THIS RECEIPT AWAY AND  
MOVED IT TO NEW HOME.  
I AM ORIGINAL OWNER

RICHARD L. JOHNSON  
9049 MICHIGAN AVE  
ST. HELEN MI. 48656

Qty Warranty Price Disc Amount  
ceded

RECEIVED  
OCT 16 2013

BY:.....

could not dup. concern.  
r. d. dirty. to restore confidence  
can offer to up. r. a. checkover  
+rest at 1/2 normal cost.

Serial Number: **C6220001**  
Model: **78-SPORTSMAN**



RE00323732

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







