

Remington Arms Co., Inc.
Product Service
Legal Case #:9374

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
326769	11/6/2013	10/30/2013	11/7/2013				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Dixie Pawn Shop		Dixie Pawn Shop	4540 N. Dixie Hwy. Suite 200	Elizabethtown	KY	42701		H 270-769-5010

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4035 AFT MKT TRIGGER ASSM		Unknown	
S FSO	Concern:1028 Fired With Safe ON			
C				

10/30/13: I received call from Dixie Pawn Shop, dealer said that gun will fire with the safety on. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	722/257 ROBTS	N/A	105760	LWW	2/1/1950
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

CONCERN: FSO

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/722/CF/BA

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

10/30/13: Sending ARS, letter, SR paperwork. jbi 11/8/13: Per Ilion, "trigger assembly not of Remington manufacture. Chamber has an extreme max headspace condition." Can offer to replace trigger assembly and fit new over sized Model 700 bolt to correct headspace and test fire at 1/2 normal cost. Will return after market trigger assembly. jbi 11/13/13: I advised customer of the quote amount. He said that he would be sending a check in the mail. jbi 11/19/13: Dealer sent in letter approving the quote with a check. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/7/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4035	AFT MKT TRIGGER ASSM	HEADSPACE IS EXCESSIVE
Barrel	Description		24" 257 ROBTs
	Date Code		LWW
	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	Worn; Not Functioning	EXTREME MAX HEADSPACE
	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		NOT REM MFG
	Function	---Select---	
Sear	Lift	---Select---	N/A
	Notch	---Select---	N/A
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	---Select---	NOT OF REM MFG
	Pull	---Select---	
	Altered	False	

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:	11/07/2013
RE00326769	105760	Estimate Date:	11/07/2013
	Model 722 Center Fire Caliber: 257 ROBERTS	Date Printed:	11/12/2013

Customer:

DIXIE PAWN SHOP
4540 N. DIXIE HWY, SUITE 200
ELIZABETHTOWN, KY 42701 US

Return To:

DIXIE PAWN SHOP
4540 N. DIXIE HWY, SUITE 200
ELIZABETHTOWN, KY 42701 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

can offer to replace trigger assembly and fit a M/700 oversized bolt to correct headspace 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
F17017	Part	700 EJECTOR	1	Billable	1	5.00	50	2.50
F17019	Part	700 EJECTOR SPRING	1	Billable	1	4.00	50	2.00
F202906	Part	40 SSA TRIG ASSB RH	1	Billable	1	87.00	50	43.50
F92896	Part	700 BOLT ASSB BDL MAX S/A F1	1	Billable	1	140.00	50	70.00
F93712	Part	700 EXTRACTOR REG (7400;710)	1	Billable	1	13.00	50	6.50
F94555	Part	700 EJECTOR PIN (SPIROL)	1	Billable	1	4.00	50	2.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 155.00

Est Sales Tax: 7.59

Grand Total: \$162.59

Remington®

24 11
LWW 2/3
6th

October 30, 2013

9374

Dixie Pawn Shop
4540 N. Dixie Hwy. Suite 200
Elizabethtown, KY 42701
Phone: 270-769-5010

Ref # 9374, Model 722, Serial # 105760

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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
NOV 08 2013

BY: _____

Serial
Number:

105760

Model: 722



RE00326769

T.A. not of Rem. mfg. +
chamber has AN XTREME MAX
headspace concern can offer
to rep. T.A. + fit new o/s m/700
bolt to correct headspace + test
line at 1/2 cost. Q
will net. aft. mkt. T.A.

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

PS 31017

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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.**

Service Request Number SR00066079	Serial Number / Description 105760 Model	Date of Request: 10/30/2013 Date Printed: 10/30/2013
Customer: DIXIE PAWN SHOP 4540 N. DIXIE HWY, SUITE 200 ELIZABETHTOWN, KY 42701 US		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US
Email: Dixiepawnshop@gmail.com		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.

Will fire while on safety

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Product Service # 9374. 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: 10/30/2013	Service Request # SR00066079
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:	DIXIE PAWN SHOP 4540 N. DIXIE HWY, SUITE 200 ELIZABETHTOWN, KY 42701 US SR00066079 Email:
RETURN ITEM TO:	ILN Arms Services



4XX696 OCT 30, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX6968086739164
 REF 1:SR00066079
 REF 2:

 HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
 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







