

Remington Arms Co., Inc.
Product Service
Legal Case #:9045

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
314861	7/8/2013	7/18/2013	7/18/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Janis	Betler	8204 Brightwood Trail	Pittsburgh	PA	15237		H 412-358-9798 E janisbetler@verizon.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S	FSR	Concern:1007	Fired on Safe Release	
C				

Per Service Request, Gun fires when moving from safe to fire. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	315989	BP	1/1/1967
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	U			

CONCERN:FSR

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

Per Ilion, quote
to repair BLM

Repair/Replacement Cost	Repair/Replacement Date

7/19/13: Per Ilion, trigger assembly dirty & sticky & set screw altered, replace trigger assembly under BLP for \$ 20.00 + shipping & clean & test fire. Customer called in, spoke to CSR, and approved quote with cc information. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		7/18/2013

Examination	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	22" 270 WIN	
	Date Code	BP	
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	BOLT LOCK SAFETY	
	Function	Like new; Functioning	
Sear	Lift	---Select---	.005
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY
	Pull	---Select---	2.25#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description	TWO PIECE BASE	

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:
RE00314861	315989	07/08/2013
	Model 700 Center Fire Caliber: 270 WIN	Estimate Date: 07/18/2013
		Date Printed: 07/19/2013

Customer:

JANIS BETLER
8204 BRIGHTWOOD TRAIL
PITTSBURGH, PA 15237 US

Return To:

JANIS BETLER
8204 BRIGHTWOOD TRAIL
PITTSBURGH, PA 15237 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

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
M240 - BOLT LOCK SAFETY MODIFICATION

Problems

Found

M240 - BOLT LOCK SAFETY MODIFICATION

Technician Comments

trigger assembly dirty & sticky & set screw altered replace trigger assembly under blp for \$ 20.00 + shipping & clean & test fire

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	
4000244	Service	GR-PARTS USED IN REPAIRS (MISC)	20	Billable	20	1.00	0	20.00	

Sub Total: 37.00

Est Sales Tax: 2.22

Grand Total: \$39.22

From: Remington customerservice@Remington.com
Subject: Remington Arms Service Request SR00054799
Date: June 11, 2013, 3:13 PM
To: JANISBETLER@VERIZON.NET

9095

721
BPI/67
2.20#
.005

Please open the attached JPG files and follow their instructions for your Service Request SR00054799.

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



Parts and Repairs: P:800-243-9700 F:336-548-7901

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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number SR00054799	Serial Number / Description 315989	Date of Request: 06-11-2013 Date Printed: 06-11-2013
Customer: JANIS BETLER 8204 BRIGHTWOOD TRAIL PITTSBURGH, PA 15237 US	Destination: Arms Services 14 Hoefler Ave Lion, NY 13357 US	Email: JANISBETLER@VERIZON.NET
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: PLEASE CHECK THE TRIGGER ALSO THEY SAID IT FIRES WHEN MOVING FROM SAFE TO FIRE		
Parts And Service Details	Qty Needed	Warranty Price Disc Amount
Material Type Description		

Serial Number:

315989

Model: 700



RE00314861

RECEIVED
JUL 19 2013

BY:

T.A. Dirty, sticky + Set screws
Altered Replace T.A. w/uden
BLP for \$20.00 + shipping
clean + Test fire.

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

Sub Total: .00
Est Sales Tax: .00







