

Remington Arms Co., Inc.
Product Service
Legal Case #:9677

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
330694	12/12/2013	12/13/2013	12/13/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bruce	Boyd	109 Quail Trail	Mount Airy	NC	27030		H 336-789-0782

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4013	Broken or Missing Parts		
S	FBC and FSR	Concern:1007 Fired on Safe Release		Unknown
C				

Per SR00069970 Service Request Section, consumer states gun goes off when working bolt and or safety. No injuries and no damages. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/223 REM	27514	E6573222	OT	7/21/1999
Date Purchased	Where Purchased	Accessories	Original Owner			
	BANGERS LP		U			

CONCERN: FBC,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, replace TPA, check over and test at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46					

12/16/13: Per Ilion, "trigger assembly set screws altered. connector is broken. replace trigger assembly, check over and test fire with a slave stock at no charge. good will gesture." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	12/13/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4013	Broken or Missing Parts	CONNECTOR BROKEN
Barrel	Description	24" 223 REM	
	Date Code	OT	
	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	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Missing	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	STANDARD SAFETY	
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	CONNECTOR BROKEN
	Pull	---Select---	N/A
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700


www.Remington.com

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 SR00069970	Serial Number / Description E6573222	Date of Request: 12/04/2013 Date Printed: 12/04/2013
Customer: BRUCE BOYD 109 QUAIL TRL MOUNT AIRY, NC 27030 US Email:	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US 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 M992 - TPA		
Service Request Section 1999 = CONSUMER STATES GUN GOES OFF WHEN WORKING BOLT AND OR SAFETY / NO INJURIES AND NO DAMAGES		
Parts And Service Details		
Material	Type	Description
		Qty Needed
		Warranty
		Price Disc Amount

Serial Number: **E6573222**
Model: **700**


RE00330694

RECEIVED
DEC 16 2013
BY:

T.A. set screws at
connector is broken.
Rep. T.A. check over +
rest w/ slave still at
N/c Good-Will
#260974

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

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:
RE00330694	E6573222	12/12/2013
	Model 700 Center Fire Caliber: 223 REM LESS STOCK	Estimate Date: 12/13/2013
		Date Printed: 01/03/2014

Customer:

BRUCE BOYD
109 QUAIL TRL
MOUNT AIRY, NC 27030 US

Return To:

BRUCE BOYD
109 QUAIL TRL
MOUNT AIRY, NC 27030 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	Problems Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M992 - TPA	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments
trigger assembly set screws altered. connector is broken. replace trigger assembly, check over and test fire with a slave stock at no charge. good will gesture.

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	Warranty	1	.00	0	.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00



