

## Remington Arms Co., Inc.

Product Service

Legal Case #:9074

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 316457 | 7/26/2013   | 7/29/2013       | 7/29/2013   |               |         |     |          |

## Customer Information

| Type     | Business     | First Name | Last Name    | Street        | City   | State | Zip   | Age | Contact        |
|----------|--------------|------------|--------------|---------------|--------|-------|-------|-----|----------------|
| Reporter | Carlton Guns | ---        | Carlton Guns | HC 72 Box 412 | Jasper | AR    | 72641 |     | W 870-446-2180 |

## Incident Information

| Claims | Codes        | Repair Est.           | Medical Treatment | Medical Status |
|--------|--------------|-----------------------|-------------------|----------------|
| PI     |              |                       |                   |                |
| PD     | Cause:4015   | Improper Maintenance  |                   |                |
| S FSR  | Concern:1007 | Fired on Safe Release | Unknown           |                |
| C      |              |                       |                   |                |

Service Request# 56265 - Dealer wrote a note: "My customer said that this gun fired when he pushed the safety off. (The safety and trigger don't seem right)". df

## Firearm Information

| Mfg.           | Type                     | Model/Ga.      | SKU            | Serial   | Bbl. | DOM      |
|----------------|--------------------------|----------------|----------------|----------|------|----------|
| Remington      | CF/BA                    | 700/270 WIN    | 25771          | B6739404 | WF   | 8/1/1985 |
| Date Purchased | Where Purchased          | Accessories    | Original Owner |          |      |          |
|                | K MART ENTERPRISES 66044 | 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 -<br>Quote to<br>repair |                         |                         |               |                 |                |               |
|                                   | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|                                   | \$29                    |                         |               |                 |                |               |

7/30/13: Per Ilion - TA very dirty & sticky causing parts to bind & work sluggish. Replace TA, clean & test - quote. df 7/31/13: I called dealer about quote but he only works during the day on Mon. & Fri. I will call back on Friday. df 8/2/13: Left message requesting customer call back about quote to repair. df 8/12/13: Consumer Service Dept. received quote w/payment & approval. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|------|----------|------|---------|
|      |          |      |         |

|             |                        |                                |       |
|-------------|------------------------|--------------------------------|-------|
| Examination | Examiner               | B.TRAVIS                       |       |
|             | Exam Date              | 7/29/2013                      |       |
|             | Product Type           | RF                             |       |
|             | Action Type            | A                              |       |
|             | Assigned To            | S.NICHOLS                      |       |
| Cause       | 4015                   | Improper Maintenance           |       |
| Barrel      | Description            | 22" 270 WIN                    |       |
|             | Date Code              | WF                             |       |
|             | 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            | STANDARD SAFETY                |       |
|             | Function               | Like new; Functioning          |       |

|                             |              |                                   |  |
|-----------------------------|--------------|-----------------------------------|--|
| Sear                        | Lift         | ---Select---                      | .018   |
|                             | Notch        | Slightly Worn;<br>Functioning     |  |
|                             | Tests        | Test Fired                        | False  |
| Feeding Test                |              | False                             |  |
| Trigger                     | Condition    | Slightly Worn; Not<br>Functioning | VERY DIRTY,STICKY PARTS BIND AND<br>WORK SLUGGISH WILL FOLLOW DOWN |
|                             | Pull         | ---Select---                      | 6#   |
|                             | Altered      | False                             | SEALANT PRESANT  |
|                             | Sub-Assembly | M/700 Non-Bolt<br>Lock            |  |
| Non-Remington<br>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.

|                      |                                    |                                  |
|----------------------|------------------------------------|----------------------------------|
| <b>Repair Number</b> | <b>Serial Number / Description</b> | <b>Date Received:</b>            |
| RE00316457           | B6739404                           | 07/26/2013                       |
|                      | Model 700 RIFLE Caliber: 270 WIN   | <b>Estimate Date:</b> 07/29/2013 |
|                      |                                    | <b>Date Printed:</b> 07/31/2013  |

**Customer:**

CARLTON GUN  
HC 72 BOX 412  
JASPER, AR 72641 US

**Return To:**

CARLTON GUN  
HC 72 BOX 412  
JASPER, AR 72641 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  
M127 - TRIGGER PULL IS OUT OF FACTORY SPECS

**Problems**

**Found**

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments**

trigger assembly very dirty and sticky causing parts to bind and work sluggish. replace trigger assembly, clean 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          | Warranty | 1            | .00   | 0    | .00    |
| 4000114  | Service | GR-SHIPING & HANDLING (GUN REPAIR)     | 1          | Billable | 1            | 17.00 | 0    | 17.00  |
| 4000116  | Service | GR-LABOR                               | 20         | Billable | 20           | 1.00  | 0    | 20.00  |
| 4000119  | Service | GR-TEST                                | 1          | Warranty | 1            | .00   | 0    | .00    |

**Sub Total:** 37.00

**Est Sales Tax:** 1.71

**Grand Total:** \$38.71

9074

# CARLTON GUNS

HC 72 BOX 412, JASPER AR. 72641

PHONE-870-446-2180

22"  
WF 8/85  
C#  
.018

SR# 56265

## REPAIRS NEEDED:

My customer said that this gun fired when he pushed the safety off.

(The safety and trigger don't seem right)

Please Repair

Thank you  
Kathy Carlson

Serial  
Number:

B6739404

Model: 700



RE00316457

T. A very dirty & sticky  
causing parts to BIND &  
work sluggish. Rep. TPA,  
clean & test AT 1/2 cost

Q

RETURN TO: CARLTON GUNS—HC 72 BOX 412 JASPER, AR. 72641

RECEIVED  
JUL 30 2013

BY:.....











