

Remington Arms Co., Inc.
Product Service
Legal Case #:9569

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
328850	11/26/2013	12/2/2013	12/2/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Edward	Carsten	5501 B Post Rd.	Charlestown	RI	02813		H 401-322-8837 E mcarsten1@cox.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S FBC	Concern:1008	Fired on Bolt Closing	Unknown	
C				

Service Request # 68162 - "Consumer says" firearm discharged when closing the bolt". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	B6377053	AC	3/17/1982
Date Purchased	Where Purchased	Accessories	Original Owner			
	SOUTHERN GN DIST OPA LOCKA FL		U			

CONCERN: FBC

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 @ a
discount

Repair/Replacement Cost	Repair/Replacement Date

12/4/13: Per Ilion - TA has a dried lube residue, parts bind & work sluggish. Can offer to replace TA, check over & test at 1/2 cost. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	12/2/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4015	Improper Maintenance	
Barrel	Description	22" 3006 SPRG	
	Date Code	AC	
	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---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DRIED LUBE RESIDUE,PARTS BIND AND WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	6#
	Altered	False	SEALANT PRESANT
	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

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 RE00328850	Serial Number / Description B6377053 Model 700 Center Fire Caliber: 30 -06 SPRG	Date Received: 11/26/2013 Estimate Date: 12/03/2013 Date Printed: 12/13/2013
Customer: EDWARD CARSTEN 5501 B POST RD CHARLESTOWN, RI 02813 US		Return To: EDWARD CARSTEN 5501 B POST RD CHARLESTOWN, RI 02813 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	Problems Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
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Technician Comments
trigger assembly has a dried lubrication residue causing parts to bind and work sluggish. can offer to replace trigger assembly, check over and test fir e 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-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

PAID
12/5/13 d. gibson

Sub Total: 77.00
Est Sales Tax: 3.40
Grand Total: \$80.40

FreeRepairMain - FG Repair

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System

Repair Number: RE00328850 Serial: B6377053 Model: 700 Center Fire Caliber: 30-06 S&W Produced: 10/1/1982 S&W 20000

Verify Repair: High Priority 9569

Customer: EDWARD CARSTEN

Address 1: 5501 E POST RD

Address 2: PO Box

City: CHARLESTOWN

State: RI Zip Code: 02813 Country: US

Phone: 401 322 8637

Email: emantel@comcast.net

Comments:

Received from: EDWARD CARSTEN

Return to: 5501 E POST RD

PO Box:

City: CHARLESTOWN

State: RI Zip Code: 02813 Country: US

FFL: 01011000

Contact / Condition / Problem / Estimate / History / Status / Shipping / Mfg

Condition: Good

Received Condition:

Accessories Received:

Code	Desc	Qty
A017	14th Stud	2
A011	Gun Bag	1

CSR Notes: Consumer says "Broom" damaged when closing the box.

Repair Search Refresh Close

Transit: ELNProd FreeRepairMain DRUSCHNYL Monday, Dec 2 2013 6:43 AM

Serial Number:

B6377053

Model: 700



RE00328850

RECEIVED
DEC 04 2013

BY:.....

TIA. has a dried tube residue
parts BWD + sluggish another
to Mr. T.N. chechover + post.
AT 1/2 cost.

4





