

Remington Arms Co., Inc.
 Product Service
 Legal Case #:9758

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
337823	2/13/2014	12/31/2013	2/14/2014	12/28/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Chandler	6788 Forrest Circle	Bartlett	TN	38135		H 901-486-9231

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				

12/31/13: I received call from James Chandler, he said that his gun fired on safety release. He said the safety was very hard to move and then when it did move, the gun fired. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	N/A	6889475	OZ	7/24/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	SERVICE MERCH 15 MEMPHIS TENN		Y			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
			Remington/700/CF/BA			
Per Ilion, quote to repair BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$27					

12/31/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1582244. jbi 2/14/14: Per Ilion, "trigger assembly, dirty, sticky and rusty. Trigger is frozen to side plates. replace trigger assembly, check over and test fire under bolt lock program for \$20.00 + shipping." jbi 2/20/14: Left message with quote on customer's voicemail. Received call from customer, he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/14/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code		OZ
	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---	.007
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,RUSTY TRIG IS FROZEN TO SIDEPLATES
	Pull	---Select---	10+#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 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

Page: 1

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.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

Customer:

JAMES CHANDLER
 6788 FOREST CIRCLE
 BARTLETT, TN 38135 US

Item Return To:

JAMES CHANDLER
 6788 FOREST CIRCLE
 BARTLETT, TN 38135 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.

Repair Number	Serial Number / Description	Date Received:	02/13/2014
RE00337823	6889475	Estimate Date:	02/18/2014
	Model: 700 30-06 Caliber BOLT Action RIFLE MfgBy:	Date Printed:	2/19/2014
	Remington-USA		

Reported	Problems Found
R014 - Service Request	U007 - REPLACE TRIGGER ASSEMBLY U008 - BOLT LOCK SAFETY MODIFICATION

Technician Comments
 trigger assembly,dirty,sticky and rusty.trigger is frozen to side plates. replace trigger asscmbly,check over and test fire under bolt lock program for \$20.00 + shipping

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-SHIPPING & 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: 2.22
Grand Total: \$39.22

Remington®

72"
027/7
10+2
1007

December 31, 2013

9758

James Chandler
6788 Forrest Circle
Bartlett, TN 38135
Phone: 901-486-9231

COPY

Ref # 9758, Model 700, Serial #6889475

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. A box will arrive separately.

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 / H&R
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
FEB 14 20 4

BY:.....

Serial Number: 6889475

Model: 700



RE00337823

T.A. dirty, sticky + rusty. Trigger is frozen to side plates. Rep. T.A. check over + test and BCP for 204

Q

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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

Service Request Number SR00072745	Serial Number / Description 6889475 Model 700	Date of Request: 12/31/2013	Date Printed: 12/31/2013
Customer: JAMES CHANDLER 6788 FOREST CIRCLE BARTLETT, TN 38135 US		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email:		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			
Service Request Section Product Service #9758. 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: 12/31/2013	Service Request # SR00072745
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:	JAMES CHANDLER 6788 FOREST CIRCLE BARTLETT, TN 38135 US SR00072745 Email:
RETURN ITEM TO:	ILN Arms Services



4XX598 JAN 2, 2014 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5989067601620
 REF 1:SR00072745
 REF 2:

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGs: 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

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