

## Remington Arms Co., Inc.

Product Service

Legal Case #:9129

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
318410	8/16/2013	8/20/2013	8/20/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Theodore	Curtis	2905 Country Club Road	Endwell	NY	13760		H 503-453-3909 E theodore.curtis@gmail.com

## Incident Information

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

Per SR00059068 Service Request Section, the consumer stated that the gun has discharged twice when moving from safe to fire. jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	6482369	EU	10/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	HARRIS STROH HAYWARD CALIF	TWO PIECE BASE,RINGS,SCOPE	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
Replace trigger assembly, clean, and test fire under bolt lock program for \$20.00 + shipping.						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$42					

8/21/13: Per Ilion, Could not duplicate concern. Trigger assembly is dirty and rusty. Replace TPA, clean, and test fire under BLP for \$20 plus S&H. Left message on customers voicemail to call me. Mr. Curtis returned my call and approved with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/20/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		24" 7MM REM MAG
	Date Code		EU
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	MARS/SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	

Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,RINGS,SCOPE

# 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>
RE00318410	6482369	08/16/2013
	Model 700 Center Fire Caliber: 7 MM REM MAG	<b>Estimate Date:</b> 08/20/2013
		<b>Date Printed:</b> 08/21/2013

### Customer:

THEODORE CURTIS  
2905 COUNTRY CLUB ROAD  
ENDWELL, NY 13760 US

### Return To:

THEODORE CURTIS  
2905 COUNTRY CLUB ROAD  
ENDWELL, NY 13760 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

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

### Technician Comments

could not duplicate concern,ta dirty and rusty.Replace tpa, clean and test fire under bolt lock program for \$20 + shpg

**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
4000294	Service	GR-CHECK TPA	1	Warranty	1	.00	0	.00

Sub Total: 37.00

Est Sales Tax: 2.59

Grand Total: \$39.59

Madison, NC 27025-0700

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number  
SR00039068

Serial Number / Description  
6482369  
Model 700

Date of Request: 09/14/2013  
Date Printed: 08/15/2013

Customer:  
THEODORE CURTIS  
2905 COUNTRY CLUB ROAD  
ENDWELL, NY 13760 US

Destination:  
Arms Services  
14 Hoefler Ave  
Ilion, NY 13357 US

Email: theodore.curtis@gmail.com

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  
M240 - BOLT LOCK SAFETY MODIFICATION

Service Request Section  
THE CONSUMER STATED THAT THE GUN HAS DISCHARGED TWICE WHEN MOVING FROM SAFE TO FIRE.

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number: 6482369  
Model: 700  
RE00318410

RECEIVED  
AUG 21 2013  
BY:.....

Could not duplicate concern  
T.A. dirty & rusty. replace  
TPA, clean & test fire under  
BLP Cor \$20.00 +

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

Sub Total: .00  
Est Sales Tax: .00  
Grand Total: \$ .00













