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Remington Arms Co., Inc. Product Service Legal Case #:9398

Case Information

RE# Date Opened Date Opened(PS) Date Closed Incident Date Pre Lit Lit Obsolete 329415 12/3/2013 11/1/2013 12/4/2013

Customer Information

TypeBusinessFirst NameLast NameStreetCityStateZipAgeContactIncidentJeffDupuis385 Woodstone StWaterfordMI48327H 248-681-5035

Incident Information

Medical Repair Medical Claims Codes Est. **Treatment** Status ΡI Altered Adjustments or PD Cause: 4006 Components Unknown Fired without Unexplained Discharge - No Concern:1025 touching trigger Mention of Safety Position \mathbf{C}

11/1/13: I received call from Jeff Dupuis, he said that while he was at the range he fired the first round, and then loaded another round and picked the gun up and the gun fired without touching the trigger. He said he is not sure if the safety was on or off. jbi

Firearm Information Mfg. Model/Ga. SKU Serial Bbl. DOM Type 700/7MM REM Remington CF/BA N/A 6612232 XW 12/1/1972 MA Date Original Where Purchased Accessories Purchased Owner JOHNS SPTG GDS CANTON Y OH CONCERN: FIRED NOT TOUCHING TRIGGER

Ammunition Information - None Defined Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement Release of Claims Release Date Reimbursement Reimbursement Reimbursement Release Date Release Date Reimbursement Release Date Re

Per Ilion, quote to repair BLM

Repair/Replacement
Cost
S20
Repair/Replacement
Date

11/1/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1558314. jbi 12/4/13: Per Ilion, "trigger assembly dirty, sticky and set screws altered. Replace trigger assembly, check over and test fire under bolt lock program for \$20.00 + shipping." jbi 12/12/13: I called and left quote on Jeff Dupuis' voicemail. jbi 12/16/14: I received call from Jeff Dupuis, he approved quote with a credit card. jbi

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9398&Type=... 1/10/2014

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
Examination	Exam Date		12/4/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
	Description		24" 7MM REM MAG
	Date Code]	XW
	Bore Plugged	False	
	Bulged	False	1
Barrel	Fired	False	Ī
	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	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select]
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
	Condition	Slightly Worn;	

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D :		Functioning	
Receiver	Bulged	False	
C - C - 4	Description		BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Lift	Select	[.009
Sear	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY PARTS SLUGGISH TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	Select	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Quotation

Remington Service PO Box 700

Madison, NC 27025-0700

Estimating Report

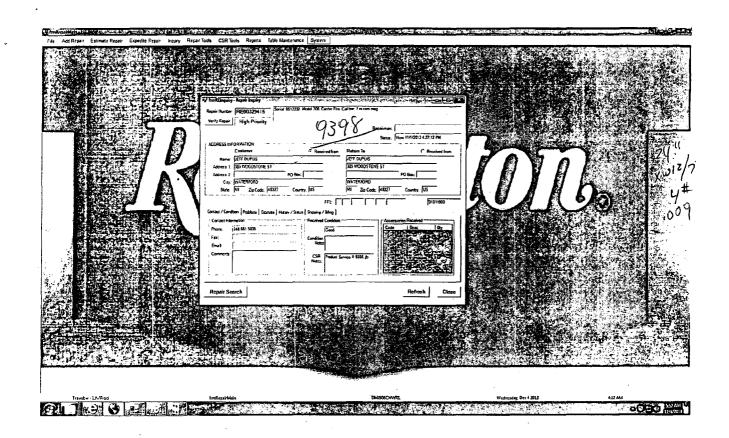
Parts and Repairs: P:800-243-9700/F:336-548-7801

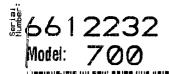
www.Remington.com

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 RE00329415		Serial Number / Description 6612232 Model 700 Center Fire Caliber: 7 m rem mag				Date Received: Estimate Date: Date Printed:			12/03/2013 12/04/2013 12/10/2013	
Customer: JEFF DUPUIS 385 WOODSTONE ST WATERFORD, MI 48327 US			Return To: JEFF DUPUIS 385 WOODSTONE ST WATERFORD, MI 48327 US							
Please Circle One VISA MC Open Accoun		/ER Card No	PO Number:		Ехр	o.Date				
Daytime Phon	e: (e anv chan) ge, please use the reverse side	Time to	s and mark this be	0x.					
Reported M123 - FORW	ARD IO	RODUCT SERVICE FOR II	NSPECTION	M123 - FORV M240 - BOLT	LOCK SAFET	Y MODIFIC	ATION	INSPE	CTION	
Technician Comments trigger assembly dirty, sticky and set screws altered replace trigger assembly, check over and test fire under bolt lock program for \$20.00 + shipping										
Material	Type	ESTIMATE (note: C.O.D., Description	Shipping and Han	dling Charges a Qty Needed	re NOT Includ Warranty	ed in this Qu Qty From Inv	ote.) Price	Disc	Amount	
F305570B 4000114 4000116 4000119	Part Service Service Service	X-MARK PRO 700 TR GR-SHIPPING & HAN GR-LABOR GR-TEST			Warranty Billable Billable Warranty	1 1 20 1	.00 17.00 1.00 .00	0 0 0	.00 17.00 20.00 .00	
						Est	Total: Sales Tax: nd Total:		37.00 .00 \$37.00	





DE00229415

DECEIVE DEC 0 4 2013

T.A. Linky 45 ficky + set series

p. 11. rep. T.A. cleidour + rest

und 3 (P Rox 20 +

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ARS LABEL REQUEST FORM

Service Request #

SR00066317

11/01/2013

DATE:

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
	LABEL INFORMATION
MAIL LABEL TO:	JEFF DUPUIS 385 WOODSTONE ST WATERFORD, MI 48327 US SR00066317 Email:
RETURN ITEM TO:	ILN
	Arms Services
	4XX596 NOV 1, 2013 ALL CURR USD 1 OF 1 SVC GNDCOM ACT UT 10.0 LBS TRACKING# 1Z4XX5969065564577 REF 1:SR00066317 REF 2: HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD SINGLE-PIECE PUB RATE CHRGS: RS 0.50 DV 0.00 COD 0.00 RS 0.50 DV 0.00 DGD 0.00 SD 0.00 DC 0.00 DBD 0.00 SP 0.00
ATTN: Product Service	AH 0.00 PR 0.00 SP 0.00 AH 0.00 PR 0.00 SP 0.00 TOT PUB CHG 10.34 PUB+HANDLING 10.34

