

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

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeff	Dupuis	385 Woodstone St	Waterford	MI	48327		H 248-681-5035

Incident Information

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

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.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	N/A	6612232	XW	12/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	JOHNS SPTG GDS CANTON OH		Y			

CONCERN: FIRED NOT TOUCHING TRIGGER

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
Per Ilion, quote to repair BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29					

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

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/4/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description		24" 7MM REM MAG
	Date Code		XW
	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---	
	Condition	Slightly Worn;	

Receiver		Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	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

www.Remington.com

Estimating Report

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

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	Serial Number / Description	Date Received:
RE00329415	6612232	12/03/2013
	Model 700 Center Fire Caliber: 7 m rem mag	Estimate Date: 12/04/2013
		Date Printed: 12/10/2013
Customer:		Return To:
JEFF DUPUIS		JEFF DUPUIS
385 WOODSTONE ST		385 WOODSTONE ST
WATERFORD, MI 48327 US		WATERFORD, MI 48327 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	Problems Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
	M240 - BOLT LOCK SAFETY MODIFICATION

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

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:	.00
							Grand Total:	\$37.00

ARS LABEL REQUEST FORM

DATE: 11/01/2013	Service Request # SR00066317
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:	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 GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065564577
 REF 1:SR00066317
 REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE	CHRG:	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 10.34	PUB+HANDLING	10.34

ATTN: Product Service







