

Remington Arms Co., Inc.
Product Service
Legal Case #:9496

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
327879	11/15/2013	11/20/2013	11/20/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Elizondo	3306 Rock Dale Dr	Porter	TX	77365		H 281-351-8204

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				

Per SR00065818 Service Request Section, "consumer states gun fires when closing bolt / safety is hard to operate. 1993 gun / no injuries / no damages." Per letter from David Elizondo, "gun went off when chambering a bullet. As for the request of proof of purchase, there is not one. This gun was given to me as a gift from my father-in-law which he acquired as a trade in." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	25767	C6802372	PN	6/10/1993

Date Purchased	Where Purchased	Accessories	Original Owner
	WAL-MART WAREHOUSE #3R		N

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
Offer to replace trigger assembly, check over, and test at 50% discount						

Repair/Replacement Cost	Repair/Replacement Date

11/22/13: Per Ilion, "trigger assembly has a dried and sticky lubrication residue causing parts to bind. Can offer to replace trigger assembly, check over and test fire at 1/2 normal cost." jbi 12/2/13: I received call from David Elizondo, he said that he was not going to pay the quote. I removed the shipping charges as a goodwill gesture and he said that he is still not going to pay the quote. He said that he cleans his guns often. I ask if he has ever cleaned the trigger, and he said that he has never cleaned the trigger. He said that he does not want the gun back if its not repaired. Per CSR Steve Joyce, he said that the gun went off in a gun blind and almost killed his son and that his son is now traumatized. Per CSR Steve Joyce, he also said that he may get an attorney. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/20/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 243 WIN
	Date Code		PN
	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; 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	
Scar	Lift	---Select---	.016
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	HAS A DRIED LUBE RESIDUE PARTS BIND OR SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	8#
	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 RE00327879	Serial Number / Description C6802372 Model 700 Center Fire Caliber: 243	Date Received: 11/15/2013 Estimate Date: 12/02/2013 Date Printed: 12/02/2013
Customer: DAVID ELIZONDO 3306 ROCK DALE DR PORTER, TX 77365 US		Return To: DAVID ELIZONDO 3306 ROCK DALE DR PORTER, TX 77365 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 M993 - SAFETY	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments
 trigger assembly has a dried and sticky lubrication residue causing parts to bind.can offer to replace trigger assembly,check over and test fire 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	Warranty	1	.00	0	.00	
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50	

PAID
2/26/14

Sub Total: 60.00
Est Sales Tax: 4.05
Grand Total: \$64.05

Service Request

Remington Service

PO Box 700




Madison, NC 27025-0700

www.Remington.com

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

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.**

224
PN 6/9:
8#
016

Service Request Number SR00065818	Serial Number / Description C6802372	Date of Request: 10/28/2013 Date Printed: 10/28/2013																																										
Customer: DAVID ELIZONDO 3306 ROCK DALE DR PORTER, TX 77365 US Email:	Destination: Arms Services 14 Hoefer Ave Ilion, NY 13357 US 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 M993 - SAFETY																																												
Service Request Section consumer states gun fires when closing bolt / safety is hard to operate 1993 gun																																												
<table border="1"><thead><tr><th colspan="2">Parts And Service Details</th><th rowspan="2">Description</th><th rowspan="2">Qty Needed</th><th rowspan="2">Warranty</th><th rowspan="2">Price</th><th rowspan="2">Disc</th><th rowspan="2">Amount</th></tr><tr><th>Material</th><th>Type</th></tr></thead><tbody><tr><td colspan="2">Serial Number: C6802372</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td colspan="2">Model: 700</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td colspan="2"></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td colspan="2">RE00327879</td><td></td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table>			Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount	Material	Type	Serial Number: C6802372								Model: 700																RE00327879							
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<div><div>RECEIVED NOV 22 2013 BY:</div><div>T.A. HAS A PART dried + sticky tube residue causing parts to bind. CAN often to rep T.A. check out + test all 1/2 cost.</div></div>																																												
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.																																												
<table><tr><td>Sub Total:</td><td>.00</td></tr><tr><td>Est Sales Tax:</td><td>.00</td></tr><tr><td>Grand Total:</td><td>\$.00</td></tr></table>			Sub Total:	.00	Est Sales Tax:	.00	Grand Total:	\$.00																																				
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November 08, 2013

Remington Service Dept.

Re: service request # SR00065818 / Serial # C6802372

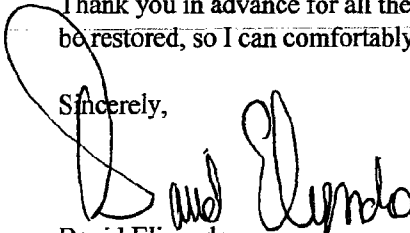
To whom it may concern,

Enclosed in this package is the gun which it needs inspection as previously mention: gun went off when chambering a bullet. As for the request of proof of purchase, there is not one. This gun was given to me as a gift from my father-in-law which he acquired as a trade in.

Please call me once inspection is done to inform me of your findings and the type repairs needed. My cell phone number is 281-352-8204.

Thank you in advance for all the help in this. I hope my trust in Remington products can be restored, so I can comfortably continue purchasing your products.

Sincerely,



David Elizondo
3306 Rockdale Porter, TX 77365
Phone # 281-352-8204







