

Remington Arms Co., Inc.
Product Service
Legal Case #:9062

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
316104	7/23/2013	7/24/2013	7/24/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rodney	Fels	328 Mt. Pleasant Cemetery Rd	Chattahoochee	FL	32324		H 850-663-5757
Incident		Rodney	Fels	328 Mt. Pleasant Cemetery Rd	Chattahoochee	FL	32324		H 850-663-5757

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Unexplained Discharge - No Mention of Safety Postion	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

Per Service Request, "Consumer states the rifle went off". Per Ilion, trigger assembly is dirty, sticky, and rusty. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	n/a	A6582256	AQ	3/16/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	J WILSON CO CAPE GIRARDEAU MO	TWO PIECE BASE,COMPASS IN STK	U			

CONCERN:RIFLE WENT OFF

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				
	\$27					

7/25/13: Per Ilion, replace trigger assembly, clean, and test fire under bolt lock program for \$20.00 + shipping. Called customer with quote and he approved with credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/24/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 308 WIN
	Date Code		AQ
	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	HAD BEEN REFINISHED
	Fore End	---Select---	

	Condition		
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,RUSTY PARTS WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,COMPASS IN STK

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 RE00316104	Serial Number / Description A6582256 Model 700 Center Fire Caliber: 308 WIN	Date Received: 07/23/2013 Estimate Date: 07/24/2013 Date Printed: 07/25/2013
Customer: RODNEY FELS 328 MT PLEASANT CEMETERY ROAD CHATTAHOOCHEE, FL 32324 US	Return To: RODNEY FELS 328 MT PLEASANT CEMETERY ROAD CHATTAHOOCHEE, FL 32324 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 M240 - BOLT LOCK SAFETY MODIFICATION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M238 - CLEAN & INSPECT (SAFETY PROGRAM ONLY) M240 - BOLT LOCK SAFETY MODIFICATION

Technician Comments
 trigger assembly,dirty,sticky and rusty.replace trigger assembly,clean 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:								2.22
Grand Total:								\$39.22

Service Request

Remington Service
PO Box 700



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 SR00056336	Serial Number / Description A6582256 Model R5774	Date of Request: 07/08/2013 Date Printed: 07/08/2013
Customer: RODNEY FELS 328 MT PLEASANT CEMETERY ROAD CHATTAHOOCHEE, FL 32324 US		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US
Email:		Email:

9062

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
M240 - BOLT LOCK SAFETY MODIFICATION

Service Request Section
Consumer states the rifle went off

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:

A6582256

Model: 700



RE00316104

RECEIVED
JUL 25 2013

BY:

*T.A. dirty, sticky, + rusty.
Rep. TPA, clean + test und.
BLP for 20 +*

Q

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







