

Remington Arms Co., Inc.
 Product Service
 Legal Case #:9292

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
325961	10/30/2013	10/10/2013	10/31/2013	10/10/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Billy	Fregia	2783 Neyland Rd.	Silsbee	TX	77656		C 409-782-4827

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S FBC and FSR	Cause:4015 Improper Maintenance Concern:1008 Fired on Bolt Closing		Unknown	
C				

10/10/13: Customer called in. He stated he was at a shooting range on 10/10/13 and had a FBC - no injury, no damage. He stated he has also had a FSR w/rifle. He said a gunsmith told him to call Remington because we have had problems with the M/700. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7mm-08 REM	25799	G6274184	WW	8/15/2002 12:41:55 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		U			

CONCERN: FBC,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
Per Ilion - Quote to repair @ a discount						
	Repair/Replacement Cost	Repair/Replacement Date				

10/14/13: Customer called back w/serial # on rifle. I mailed ARS, letter, SR paperwork to customer. Box order# 1550526. df 11/1/13: Per Ilion - TA has a sticky lube residue causing parts to work sluggish. Can offer to replace TA, check over & test at 1/2 normal cost - quote. df 11/7/13: Left msg for cust. to call about quote. Customer called back & was upset that he received a quote. He stated that he read on the internet about issues w/the M/700 and if the gun ever went off again - he would take it to an attorney. As a gesture of goodwill I removed the shipping charge (\$17) and he approved the quote & paid with a credit card. I explained that the rifle would be back within factory

spec & he would need to keep it clean, well maintained & do not adjust the trigger outside of the factory. I mailed the customer a M/700 owners manual. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/31/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 7MM 08 REM
	Date Code		WW
	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	---Select---	

	Condition		
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	STICKY LUBE RESIDUE PARTS WORK SLUGGISH, WILL FOLLOW DOWN SOME LIT RUSTING
	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 RE00325961	Serial Number / Description G6274184 Model 700 Center Fire Caliber: 7 mm-08	Date Received: 10/30/2013 Estimate Date: 10/31/2013 Date Printed: 11/06/2013
Customer: BILLY FREGIA 2783 NEYLAND RD. SILSBEE, TX 77656 US	Return To: BILLY FREGIA 2783 NEYLAND RD. SILSBEE, TX 77656 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

Technician Comments
 trigger assembly has a sticky lubrication residue causing parts to work sluggish. 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	Billable	1	17.00	0	17.00	
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50	
								Sub Total:	77.00
								Est Sales Tax:	5.20
								Grand Total:	\$82.20

Remington®

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COPY

October 14, 2013

9292

Billy Fregia
2783 Neyland Rd.
Silsbee, TX 77656
Phone: 409-782-4827

Ref # 9292, Model 700, Serial # G6274184

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. A rifle box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 1-800-243-9700 ext 8686
Fax: 336-548-7872

RECEIVED
NOV 01 2013

BY:.....

NUMBER
G6274184

Model: 700



RE00325961

T.A. has a sticky lube residue causing parts to work slug. can often to up. T.A. check over rest at the normal cost.

Q

Remington Arms Company, LLC • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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	Serial Number / Description	Date of Request: 10/14/2013	
SR00064412	G6274184	Date Printed: 10/14/2013	
	Model 700 RIFLE		
Customer:		Destination:	
BILLY FREGIA		Arms Services	
2783 NEYLAND RD.		14 Hoefler Ave	
SILSBEE, TX 77656 US		Ilion, NY 13357 US	
Email:		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			
Service Request Section Product Service # 9292 - Customer stated the rifle fired when he closed the bolt - no injury, no damage. dmj			
Parts And Service Details			
Material	Type	Description	Qty Needed Warranty Price Disc Amount
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

ARS LABEL REQUEST FORM

DATE: 10/14/2013	Service Request #	SR00064412
QUANTITY: 1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY: fulcherdm	email address:	I WILL MAIL LABEL

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	BILLY FREGIA 2783 NEYLAND RD. SILSBEE, TX 77656 US SR00064412 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 OCT 14, 2013 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX598908874160
 REF 1:SR00064412
 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 11.68 PUB + HANDLING 11.68

ATTN: Product Service







