

Remington Arms Co., Inc.

Product Service

Legal Case #:9351

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
325210	10/2/2013	10/28/2013	10/28/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Raymond	Good	290 Westminster	Fishersville	VA	22939		H 540-414-5048 E ray.good@rocketmail.com

Incident Information

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

Per SR00063483 Service Request Section, fails to fire and also accidental discharge when bolt is closed. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	N/A	A6604036	KQ	5/1/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	HERMANS SPTS CARTERET NJ	SCOPE BASE,BOTTOM HALF RINGS	U			

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
Replace trigger assembly, check over, and test fire under bolt lock program for \$20.00 + shipping.						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29					

10/29/13: Per Ilion, trigger assembly has a dried and sticky lube residue causing parts to bind and work sluggish. Replace trigger assembly, check over, and test under BLP for \$20 plus shipping. I called and left quote on Raymond Good's voicemail. jbi 10/30/13: Raymond Good called and approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/28/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 243 WIN
	Date Code		KQ
	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		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	PARTS BIND AND WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	6#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF RINGS

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	Serial Number / Description	Date Received:	10/25/2013
RE00325210	A6604036	Estimate Date:	10/28/2013
	Model 700 Center Fire Caliber: 243 WIN	Date Printed:	10/29/2013

Customer:	Return To:
RAYMOND GOOD	RAYMOND GOOD
290 WESTMINSTER	290 WESTMINSTER
FISHERSVILLE, VA 22939 US	FISHERSVILLE, VA 22939 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
M110 - FAILS TO FIRE	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	

Technician Comments:
trigger assembly has a dried and sticky lubrication residue causing parts to bind and work sluggish.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

Madison, NC 27025-0700

www.Remington.com

Part and Repair: P-800-243-9700 F-336-548-7901

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.**

22"
KAS/78
6#
008

Service Request Number SR00063483	Serial Number / Description A6604036 Model R5787	Date of Request: 10/03/2013 Date Printed: 10/09/2013
Customer: RAYMOND GOOD 290 WESTMINSTER FISHERSVILLE, VA 22939 US Email: ray.good@rockwell.com		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:
<p>7351</p> <p>540-414-5048</p> <p>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.</p>		

Reason For Return
M110 - FAILS TO FIRE

Service Request Section
FAILS TO FIRE AND ALSO ACCIDENTAL DISCHARGE WHEN BOLT is closed

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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I could not remove the scope mount.

Serial Number:

A6604036

Model: 700



RE00325210

RECEIVED
OCT 29 2013

BY:.....

J.A. has a dried sticky tube residue causing parts to bind + works lag. Rep. T.A. check over + test and BIP Rep 20+

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

Sub Total	.00
Est Sales Tax:	.00
Grand Total:	\$.00







