

Remington Arms Co., Inc.
Product Service
Legal Case #:9752

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
335391	1/24/2014	12/30/2013	1/27/2014	12/15/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Glen	Hart	226 Richmond Branch Rd	Texarkana	TX	75503		H 903-831-5974

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	FSR	Concern:1007	Fired on Safe Release	Unknown
C				

12/30/13: I received call from Glen Hart, he said that on 2 occasions his gun has fired on safety release. No injury.
jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	26933	T6214348	RP	11/6/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	BANGERS LP		N			

CONCERN: 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, replace trigger assembly and repair as needed at 50% discount						
	Repair/Replacement Cost	Repair/Replacement Date				

12/31/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1582032. jbi 1/28/14: Per Ilion, trigger assembly dirty and sand in action. Trigger assembly set screws altered. Can offer to replace trigger assembly ,check over and test fire at a 50% discount. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	1/27/2014	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4006	Altered Adjustments or Components	POOR MAINTENANCE
Barrel	Description	24" 7MM REM MAG SS MB	
	Date Code	RP	
	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	BUILD UP OF SAND IN ACTION UNDER STOCK
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	STANDARD SAFETY	
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY AND TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED

	Sub-Assembly	M/700 Non-Bolt Lock
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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

Page: 1

~~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.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

Customer:

GLEN HART
226 RICHMOND BRANCH RD
TEXARKANA, TX 75503 US

Item Return To:

GLEN HART
226 RICHMOND BRANCH RD
TEXARKANA, TX 75503 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.

Repair Number

RE00335391

Serial Number / Description

T6214348

Model: 700S 7MM Caliber BOLT Action RIFLE MfgBy:
Remington-USA

Date Received: 01/24/2014

Estimate Date: 01/27/2014

Date Printed: 2/3/2014

Reported

R014 - Service Request

Found

S056 - FEATURE-TRIGGER ADJUSTMENT SCREWS ALTERED

Technician Comments

trigger assembly dirty and sand in action.trigger assembly set screws altered.can offer to 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
F305571B	Part	700 X-MARK PRO TRIG ASSB RH SILVER (OS)	1	Billable	1	99.91	50	49.96
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: 78.46

Est Sales Tax: 5.30

Grand Total: \$83.75

Remington®

24"
RP11/C
2.5"
010

December 31, 2013

COPY

Glen Hart
226 Richmond Branch Rd
Texarkana, TX 75503
Phone: 903-831-5974

9752

Ref # 9752, Model 700, Serial #T6214348

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. A 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.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
JAN 28 2014

Serial Number:

T6214348

Model: 700S



RE00335391

BY:

TIA - dirty & sand in action.
T.A. set screws ATT. can often
loosen. T.A. check over & test
AT 1/2 cost.

G

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 32349

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 SR00072625	Serial Number / Description T6214348 Model 700SDM RIFLE	Date of Request: 12/31/2013 Date Printed: 12/31/2013
Customer: GLEN HART 226 RICHMOND BRANCH RD TEXARKANA, TX 75503 US Email:	Destination: Arms Services 14 Hoefler 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

Service Request Section

Product Service #9752. jbi

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: 12/31/2013	Service Request # SR00072625
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: <input type="checkbox"/> Irvingjb	
email address: <input type="checkbox"/> 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:	GLEN HART 226 RICHMOND BRANCH RD TEXARKANA, TX 75503 US SR00072625 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 31, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067208298
 REF 1:SR00072625
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
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









