

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8881

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
309919	5/3/2013	5/6/2013	5/6/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Paul	Hensley	645 Horse Creek Park Rd	Chuckey	TN	37641		H 423-257-4517 C 423-534-1032

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	Fired when going from safe to fire	Concern:1007 Fired on Safe Release		
C				

5/10/13 Per note on SR, gun is going off without pulling the trigger. Going from safe to fire, gun went off without pull.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	27477	G6562314	LA	2/22/2006 10:44:19 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		U			

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
Can offer to replace TPA, clean and test at 1/2 normal cost						
Repair/Replacement Cost	Repair/Replacement Date					

5/10/13 Per Ilion, could not duplicate concern. To restore confidence in rifle, can offer to replace TPA, clean and test at 1/2 normal cost.cm  
5/31/13: I called customer about quote. He approved & paid by credit card. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/6/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 308 WIN
	Date Code		LA
	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; 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	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

# Quotation

**Remington Service**  
PO Box 700  
Madison, NC 27025-0700  
[www.Remington.com](http://www.Remington.com)

# Estimating Report

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

[www.Remington.com](http://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.

<b>Repair Number</b> RE00309919	<b>Serial Number / Description</b> G6562314 Model 700 Center Fire Caliber: 308 WIN	<b>Date Received:</b> 05/03/2013 <b>Estimate Date:</b> 05/17/2013 <b>Date Printed:</b> 05/31/2013
<b>Customer:</b> PAUL HENSLEY 645 HORSE CREEK PARK RD CHUCKEY, TN 37641 US		<b>Return To:</b> PAUL HENSLEY 645 HORSE CREEK PARK RD CHUCKEY, TN 37641 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
MI23 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	MI23 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments:**  
could not duplicate concern.to restore confidence in rifle can offer to replace trigger assembly, clean 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	60	38.80
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	60	9.20

**Sub Total:** 65.00  
**Est Sales Tax:** 3.90  
**Grand Total:** \$68.90

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



20  
LAZ/1  
45  
01

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.**

<b>Service Request Number</b> SR00050563	<b>Serial Number / Description</b> G6562314 Model 700 RIFLE Caliber: 308	<b>Date of Request:</b> 04/12/2013 <b>Date Printed:</b> 04/12/2013
<b>Customer:</b> PAUL HENSLEY 645 HORSE CREEK PARK RD CHUCKEY, TN 37641 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
<b>Email:</b>	<b>Email:</b>	

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

Gun is going off, without pulling the trigger. Going from safe to fire, gun went off, with out pulling trigger.

## Parts And Service Details

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

G6562314

Model: 700



RE00309919

RECEIVED  
MAY 08 2013

BY: .....

could not duplicate concern.  
To restore confidence in rifle  
can open to, up IPA, clean test  
at 1/2 normal cost.

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









