

Remington Arms Co., Inc.
Product Service
Legal Case #:9425

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
336054	1/30/2014	11/6/2013	1/31/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bryan	Hord	38508 East Colburn Rd	Lone Jack	MO	64070		H 816-690-7540 C 816-682-5040

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4006 FBC and FSR Concern:1008	Altered Adjustments or Components Fired on Bolt Closing	Unknown	
C				

11/6/13: I received call from Bryan Hord, he stated that his gun sometimes fires on bolt closing and sometimes fires on safety release. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/25-06 REM	N/A	A6499929	EO	10/19/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	WALLS GENERAL BLAIRSTOWN MO		N			

CONCERN: FSR, 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

Per Ilion, quote
to repair BLM

Repair/Replacement Cost	Repair/Replacement Date
\$29	

11/6/13: Sending ARS, letter, and SR paperwork. jbi 2/4/14: Per Ilion, "trigger assembly set screws altered. Replace trigger assembly, check over, and test fire under bolt lock program for \$20.00 + shipping." jbi 2/10/14: I called Bryan Hord, he said that he put the check in the mail today for the approval of quote. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/31/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 2506 REM
	Date Code		EO
	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---	.010
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN

Trigger	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 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

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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:

BRYAN HORD
38508 E COLBURN RD
LONE JACK, MO 64070 US

Item Return To:

BRYAN HORD
38508 E COLBURN RD
LONE JACK, MO 64070 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

RE00336054

Serial Number / Description

A6499929

Model: 700 25-06 REM Caliber BOLT Action RIFLE

MfgBy: Remington-USA

Date Received: 01/30/2014

Estimate Date: 01/31/2014

Date Printed: 2/6/2014

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

U007 - REPLACE TRIGGER ASSEMBLY

U008 - BOLT LOCK SAFETY MODIFICATION

Technician Comments

trigger assembly set screws altered. 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

Remington®

24"
EO 10/
2.5
r.01

November 6, 2013

COPY

Bryan Hord
38508 East Colburn Rd
Lone Jack, MO 64070
Phone: 816-682-5040

9425

Ref # 9425, Model 700, Serial # A6499929

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

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

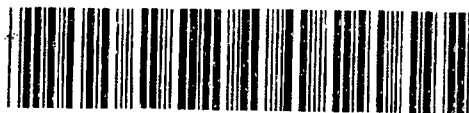
RECEIVED
DEC 6 4 2014

BY:

Serial
Number:

A6499929

Model: 700



RE00336054

T.A. Set screws r/t. r/p.
T.A. check out test
and BLP Run 20 +

Q

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

PS 32511

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 SR00066708		Serial Number / Description A6499929 Model R5830		Date of Request: 11/06/2013 Date Printed: 11/06/2013																																											
Customer: BRYAN HORD 38508 EAST COLBURN RD LONE JACK, MO 64070 US		Destination: Arms Services 14 Hoefler Ave 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 # 9425. jbi																																															
<table border="1"> <thead> <tr> <th colspan="2">Parts And Service Details</th> <th rowspan="2">Description</th> <th rowspan="2">Qty Needed</th> <th rowspan="2">Warranty</th> <th rowspan="2">Price</th> <th rowspan="2">Disc</th> <th rowspan="2">Amount</th> </tr> <tr> <th>Material</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td colspan="8"> <div>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.</div> </td> </tr> <tr> <td colspan="5"> Sub Total: </td> <td colspan="3">.00</td> </tr> <tr> <td colspan="5"> Est Sales Tax: </td> <td colspan="3">.00</td> </tr> <tr> <td colspan="5"> Grand Total: </td> <td colspan="3">\$.00</td> </tr> </tbody> </table>						Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount	Material	Type	<div>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.</div>								Sub Total:					.00			Est Sales Tax:					.00			Grand Total:					\$.00		
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ARS LABEL REQUEST FORM

DATE: 11/06/2013	Service Request # SR00066708
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: irvingjb	email address: 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:	BRYAN HORD 38508 EAST COLBURN RD LONE JACK, MO 64070 US SR00066708 Email:
RETURN ITEM TO:	ILN Arms Services



4XX688 NOV 6, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX688906532766
 REF 1:SR00066708
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE - PIECE PUB RATE		RS 0.60
DV 0.00	COD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	
TOT PUB CHG 11.68		PUB + HANDLING 11.68

ATTN: Product Service



