

Remington Arms Co., Inc.
Product Service
Legal Case #:9441

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
328975	11/27/2013	11/8/2013	12/3/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Johnny's True Value		Johnny's True V	914 West Tyler	Harlingen	TX	78550		W 956-428-4011

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				

11/8/13: I received call from Johnny's True Value, they are wanting to send in a gun for a customer that is saying the gun will fire on safety release. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25791	C6503681	LK	2/14/1990
Date Purchased	Where Purchased	Accessories	Original Owner			
	COTTER & COMPANY		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
Replace trigger, check over and test fire at 50% discount						
Repair/Replacement Cost	Repair/Replacement Date					

11/8/13: Sending ARS, letter, and SR paperwork. jbi 12/5/13: Per Ilion, "received with stock toe broken off.(poorly packed) can offer to replace with a used stock in good condition for a service charge. Trigger assembly dirty, rusty and set screws altered. Replace trigger assembly, check over and test fire at 1/2 normal cost." jbi 12/12/13: I called Johnny's True Value and spoke to Ted, he said that the customer did not want to spend that much money on the gun. As a goodwill gesture, I removed the shipping charge and the charge for the used stock. I mailed a new quote for \$64.05 to Ted's attention at Johnny's True Value. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/3/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description		22" 270 WIN
	Date Code		LK
	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	Abused; Functioning	REC'D WITH TOE CHIPPED OFF (POORLY PACKED) ALSO PAINT OVER SPRAY ON FINISH
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	

	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY, TRIGGER BINDING WILL FOLLOW DOWN
	Pull	---Select---	10+#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

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

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 RE00328975	Serial Number / Description C6503681 Model 700 RIFLE Caliber: 270 WIN	Date Received: 11/27/2013 Estimate Date: 12/12/2013 Date Printed: 12/12/2013
Customer: JOHNNY'S TRUE VALUE 914 WEST TYLER HARLINGEN, TX 78550 US		Return To: JOHNNY'S TRUE VALUE 914 WEST TYLER HARLINGEN, TX 78550 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.

Problems

Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
---	--

Technician Comments

received with stock toe broken off.(poorly packed) can offer to replace with a used stock in good condition for a service charge.trigger assembly dirty,rusty and set screws altered.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	Warranty	1	.00	0	.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50
4000244	Service	GR-PARTS USED IN REPAIRS (MISC)	30	Warranty	30	.00	0	.00

Sub Total: 60.00

Est Sales Tax: 4.05

Grand Total: \$64.05

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 RE00328975	Serial Number / Description C6503681 Model 700 RIFLE Caliber: 270 WIN	Date Received: 11/27/2013 Estimate Date: 12/03/2013 Date Printed: 12/10/2013
Customer: JOHNNY'S TRUE VALUE 914 WEST TYLER HARLINGEN, TX 78550 US	Return To: JOHNNY'S TRUE VALUE 914 WEST TYLER HARLINGEN, TX 78550 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.

Problems

Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
---	--

Technician Comments

received with stock toe broken off.(poorly packed) can offer to replace with a used stock in good condition for a service charge.trigger assembly dirty,rusty and set screws altered.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
4000244	Service	GR-PARTS USED IN REPAIRS (MISC)	30	Billable	30	1.00	0	30.00

Sub Total: 107.00

Est Sales Tax: 7.22

Grand Total: \$114.22

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

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.**

22"
16 2/8"
10"
01"

Service Request Number SR00066963	Serial Number / Description C6303681 Model 700 RIFLE Caliber: 270	Date of Request: 11/08/2013 Date Printed: 11/08/2013
Customer: JOHNNY'S TRUE VALUE 914 WEST TYLER HARLINGEN, TX 78550 US	Destination: Arms Services 14 Hoeffer 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.

RECEIVED
DEC 05 2013

Reason For Return:
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

BY:

Service Request Section
Product Service # 9441. jbi

STR-302-3
REPAIR TAG
PRINTED IN U.S.A.
87502

JOHNNY'S TRUE VALUE HARDWARE
914 W. Tyler
HARLINGEN, TX 78550-6159
956-428-4011

CUSTOMER Mike England	INV NO N. 87502
ADDRESS 13228 Mike 2 E	
MODEL Remington 700 SER. NO. 700 C6503681	PHONE 956-330-0916
PROBLEM: Fires when taken off safety	REC'D.
	PROMISED
PARTS AND WORK PERFORMED	
	AMOUNT
SPECIAL INSTRUCTIONS	PARTS
	LABOR
	TAX
REC'D. BY	TOTAL

Thank you! CASH ON COMPLETION OF WORK

14210 WTSR 100 DISTANCE
300m poorly packed.
T.A. dirty, rusty & set screws
A ltho T.A. check over &
test at 1/2 cost.

Q

Serial Number: **C6503681**
Model: **700**



RE00328975

he item(s)

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

ARS LABEL REQUEST FORM

DATE:	11/08/2013	Service Request #	SR00066963
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

LABEL INFORMATION

MAIL LABEL TO:	JOHNNY'S TRUE VALUE 914 WEST TYLER HARLINGEN, TX 78550 US SR00066963 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 8, 2013 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066721912
REF 1:SR00066963
REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SVC T/P USD RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 12.98	PUB+HANDLING	12.98

ATTN: Product Service









