

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9009

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
314172	6/25/2013	6/26/2013	6/26/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		William (Bill)	Krauss	23541 Parke Lane	Grosse Ile	MI	48138		H 313-580-5859 E wdkjr@me.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FSO	Concern:1028	Fired With Safe ON		Unknown
C				

Service Request# 37826 - Service Request Section: "Rifle discharged with safety on. No injury or property damage."  
df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	25807	E6804603	CP	4/12/1995
Date Purchased	Where Purchased	Accessories	Original Owner			
	GANDER MOUNTAIN INC #110	TWO PIECE BASE,BOTTM HALF RINGS,MUZZLE BRAKE	U			

CONCERN:FSO

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 @ 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

6/28/13: Per Ilion - Could not duplicate concern. TA dirty & light rusting. Can offer to replace TA, clean & test at 1/2 normal cost. df 7/1/13: I called customer. Left VM to call me concerning quote. df 7/17/13: Customer called Consumer Serv. Dept, apprvd & pd quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		6/26/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 300 WIN MAG
	Date Code		CP
	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---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, LITE RUSTING
	Pull	---Select---	7#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,BOTTM HALF RINGS,MUZZLE BRAKE

# 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.

<b>Repair Number</b> RE00314172	<b>Serial Number / Description</b> E6804603 Model 700 RIFLE Caliber: 300 WIN MAG	<b>Date Received:</b> 06/25/2013 <b>Estimate Date:</b> 06/26/2013 <b>Date Printed:</b> 06/28/2013
<b>Customer:</b> WILLIAM KRAUSS 23541 PARKE LANE GROSSE ILE, MI 48138 US	<b>Return To:</b> WILLIAM KRAUSS 23541 PARKE LANE GROSSE ILE, MI 48138 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	Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M568 - SAFETY BROKEN	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments**  
could not duplicate concern.trigger assembly dirty and lightly rusted. 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	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
							<b>Sub Total:</b>	77.00
							<b>Est Sales Tax:</b>	2.91
							<b>Grand Total:</b>	\$79.91

Do Not Use This

Gun

Remington is Reluctant  
Model #700 gsm

Unintended Discharge

10-25-10

service@Remington.com

Request SR00037826

8:26 AM EST

9009

24"  
CP 4/9  
7#  
011

3 Attachments, 186 KB

Please open the attached JPG files and follow their instructions for your Service Request SR00037826.

### Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number SR00037826	Serial Number / Description E6804603 Model 700 RIFLE Caliber: 300	Date of Request: 12 07 2012 Date Printed: 12 07 2012
Customer: WILLIAM KRAUSS 25541 PARKE LANE GROSSE ILE, MI 48138 US Email: wdkjr@me.com	Destination: Arms Services 14 Hoeffer 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 M568 - SAFETY BROKEN		
Service Request Section Rifle discharged with safety on. No injury or property damage.		

RECEIVED  
JUN 28 2013

BY:.....

Serial Number:

E6804603

Model: 700



RE00314172

Qty Needed	Warranty	Price	Disc	Amount
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could not help - concern  
T.R. duty + life rusting.  
couldn't get to rep to a clean  
+ rest at 1/2 normal cost.

P.











