

Remington Arms Co., Inc.
Product Service
Legal Case #:9679

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
330563	12/12/2013	12/13/2013	12/13/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tom	Kriz	322 County Rd 14	Grand Marais	MN	55604		H 218-387-2182 E landtkriz@msn.com

Incident Information

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

SR00069380 - "Consumer states gun fires when closing bolt". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	A6847220	RV	11/27/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	BOBS GUNS/SUP WEVER IA		U			

CONCERN: 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 under
BLM

Repair/Replacement Cost	Repair/Replacement Date
\$29	

12/16/13: Per Ilion - Could not duplicate concern. TA set screws altered. Replace TA, check over & test under BLM - quote. df 12/30/13: Customer spoke w/CSR & apprvd/paid quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS
	Exam Date	12/13/2013
	Product Type	RF
	Action Type	A
	Assigned To	S.NICHOLS
Cause	4006	Altered Adjustments or Components
Barrel	Description	22" 243 WIN
	Date Code	RV
	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	BOLT LOCK SAFETY
	Function	Like new; Functioning
Sear	Lift	---Select---
	Notch	Slightly Worn; Functioning
	Tests	Test Fired
Feeding Test		False
Trigger	Condition	Slightly Worn; Functioning
	Pull	---Select---
	Altered	True
	Sub-Assembly	M/700 Bolt Lock

Quotation

Estimating Report

Parts and Repairs: P/F:

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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:

TOM KRIZ
322 COUNTY RD 14
GRAND MARAIS, MN 55604 US

Item Return To:

TOM KRIZ
322 COUNTY RD 14
GRAND MARAIS, MN 55604 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	Serial Number / Description	Date Received:	12/12/2013
RE00330563	A6847220	Estimate Date:	12/17/2013
	Model 700 Center Fire Caliber: 243	Date Printed:	1/7/2014

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
U020 - REPLACE TRIGGER ASSM UNDER RECALL

Found

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

could not duplicate concern. 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

PAID

12/30/13

Sub Total: 37.00
Est Sales Tax: .00
Grand Total: \$37.00

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



Parts and Repairs: P.800.245.9700 F.336.348.7601

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.**

22"
RU
11/79
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012

9679

Service Request Number: SR00069380		Serial Number / Description: A6847220		Date of Request: 12.02.2013															
Model 700		phone # 218-387-2182		Date Printed: 12.02.2013															
Customer: TOM KRIZ 321 COUNTY RD 14 GRAND MARAIS, NY 51604 US		Destination: Arms Services 14 Hoeller Ave Bacon, NY 13357 US																	
Email: kradbatt@msa.com		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: M176 - REPLACE TRIGGER ASSEMBLY UNDER RECALL																			
Service Request Section: Consumer states gun fires when closing bolt																			
<table border="1"> <thead> <tr> <th>Material</th> <th>Type</th> <th>Description</th> <th>Qty Needed</th> <th>Warranty</th> <th>Price</th> <th>Disc Amount</th> </tr> </thead> <tbody> <tr> <td colspan="7"> A6847220 Model: 700 RE00330563 </td> </tr> </tbody> </table>						Material	Type	Description	Qty Needed	Warranty	Price	Disc Amount	A6847220 Model: 700 RE00330563						
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A6847220 Model: 700 RE00330563																			
THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the could not sup. concern T.A. let screws A.H. w/ T.A. check over test and BLP for 20 r																			
Sub Total: .00 Est Sales Tax: .00 Grand Total: \$.00																			

RECEIVED
DEC 16 2013

BY:









