

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9339

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
325070	10/23/2013	10/24/2013	10/24/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Lesley	320 New Tarleton Way	Greer	SC	29650		H 864-921-8283 E davidlesley@charter.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S FBO	Concern:1020	Fired on Bolt Opening		
C				

Per SR00064355 Service Request Section, consumer states the gun will go off when opening the bolt handle. jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	N/A	A6645024	OQ	7/26/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	KEI % K MART NEWNAN GA	TWO PIECE BASE	U			

CONCERN:FBO

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 assembly, check over, and test fire under bolt lock program for \$20.00 + shipping.						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29					

10/25/13: Per Ilion, could not duplicate concern. Replace trigger assembly, check over, and test under BLP for \$20 plus shipping. jbi 10/29/13: Customer sent letter to consumer service approving quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/24/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		OQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	REC'D UNASSM
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		BOLT LOCK SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

# 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> RE00325070	<b>Serial Number / Description</b> A6645024 Model 700 Center Fire Caliber: 270 WIN	<b>Date Received:</b> 10/23/2013 <b>Estimate Date:</b> 10/24/2013 <b>Date Printed:</b> 10/29/2013
<b>Customer:</b> DAVID LESLEY 320 NEW TARLETON WAY GREER, SC 29650 US		<b>Return To:</b> DAVID LESLEY 320 NEW TARLETON WAY GREER, SC 29650 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	
<b>Reported</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	<b>Found</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION

**Technician Comments**  
 could not duplicate concern.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

# Service Request

Remington Service

PO Box 100

Madison, NC 27025-0700

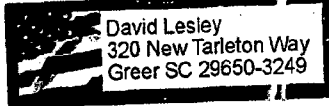


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www.Remington.com

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.**

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Service Request Number SR00064355	Serial Number / Description A6645024 Model RJ770	Date of Request: 10/14/2013 Date Printed: 10/14/2013
Customer: DAVID LESLEY 320 NEW TARLETON WAY GREER, SC 29650 US	 David Lesley 320 New Tarleton Way Greer SC 29650-3249	Destination: Arms Services 14 Hoedler Ave Lien, NY 13357 US
Email: davidlesley@charter.net		
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 M240 - BOLT LOCK SAFETY MODIFICATION		
Service Request Section THE CONSUMER STATES THAT THE GUN WILL GO OFF WHEN OPENING THE BOLT HANDLE.		

Serial Number:

A6645024

Model: 700



RE00325070

Qty Needed Warranty Price Disc Amount

RECEIVED  
OCT 25 2013

BY:.....

could not sup. concern  
Rpt. T.R. check over + test  
LKD BCP Cor 20+

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

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

RCH 700 SN A 6645024

