

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9378

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
325853	10/30/2013	10/31/2013	10/31/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Luther	99 Orchard St	Somerville	MA	02144		H 617-666-1941 E roblut371@gmail.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				

Per SR00065637 Service Request Section, "Consumer states firing pin releases when bolt is closed." jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	29705	E6727959	AV	3/2/2001 12:43:28 PM

  

Date Purchased	Where Purchased	Accessories	Original Owner
	ACUSPORT (OH) CORPORATION	SINGLE SHOT CONVERSION PLATE	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
Replace trigger, check over and test fire at 50% discount						

  

Repair/Replacement Cost	Repair/Replacement Date

11/1/13: Per Ilion, set screws altered. Trigger not returning properly. Replace trigger assembly, check over, and test at 1/2 normal cost. The customer called Consumer Service and approved with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	10/31/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	36" 308 WIN HB	
	Date Code	AV	
	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	STANDARD SAFETY	
	Function	Like new; Functioning	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	1/2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-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](http://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.

<b>Repair Number</b> RE00325853	<b>Serial Number / Description</b> E6727959 Model 700 RIFLE Caliber: 308	<b>Date Received:</b> 10/30/2013 <b>Estimate Date:</b> 10/31/2013 <b>Date Printed:</b> 11/06/2013
<b>Customer:</b> ROBERT LUTHER 99 ORCHARD STREET SOMERVILLE, MA 02144 US	<b>Return To:</b> ROBERT LUTHER 99 ORCHARD STREET SOMERVILLE, MA 02144 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 M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments**  
trigger assembly set screws altered.trigger not returning properly.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-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00	
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50	

Sub Total: 77.00

Est Sales Tax: 2.43

Grand Total: \$79.43

PO BOX 100  
Madison, NC 27025-0700

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

26 11  
05 #  
PU 3/0  
1015

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 SR00063637	Serial Number / Description E6727959 Model 700 RIFLE Caliber: 308	Date of Request: 10282013 Date Printed: 10282013
Customer: ROBERT LUTHER 99 ORCHARD STREET SOMERVILLE, MA 02144 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email: rob1ut371@gmail.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

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION  
M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY

#### Service Request Section

consumer states firing pin releases when bolt is closed (HARD) ALSO when BOLT IS CLOSED THE SAFETY LEVER IS BINDING GOING FROM FIRE TO SAFE, TRIGGER WILL ALSO RELEASE WITH VERY LITTLE PRESSURE

#### Parts And Service Details

Material	Type	Description
----------	------	-------------

Serial Number:

E6727959

Model: 700



RE00325853

FOUR SEASONS

www.fsg-inc.com

200 W. 1st Street

WOBURN, MASSACHUSETTS 01801

(978) 932-3133

Tues.-Wed.-Fri. 9-6p.m. Thurs. 9-8p.m. Sat. 9-4p.m.

CUSTOMER'S ORDER NO. FROM:		PHONE (704) 979- 2200 5286		DATE 7/10/03	
NAME DARLENE LIVENGOOD / BASS PRO SHOP - ADDRESS ADRIAN SANDERS / OUTDOOR WORLD #007 8181 CONCORD HILLS BLVD CONCORD, N.C. 28027					
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MOSE. RET'D.
PAID OUT					
QTY.	DESCRIPTION			PRICE	AMOUNT
1	REMINGTON - BA RIFLE M. 700 308 CAL 26" BBL - BLACK # E6727959				

T.A. set screws A/H.  
TRIG. NOT (kt. prop.  
1/4" T.A., check over  
Tos AT 1/2 cost

Q

Sub Total: 00  
Tax: 00  
Grand Total: 1 2013 00

BY: \_\_\_\_\_











