

Remington Arms Co., Inc.
Product Service
Legal Case #:9427

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
326599	11/6/2013	11/7/2013	11/7/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Allan	McCollum	998 Van Fossen Road	Petroleum	WV	26161		H 304-628-3147 E amccollum55@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S	FSR	Concern:1007	Fired on Safe Release	
C				

Service Request # 65280 - "Firearm is firing when the consumer switches the firearm from safe to fire. The consumer stated that they had the bolt lock removed by a gunsmith or Gander Mountain". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	326952	BR	1/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
			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

Per Ilion - Quote
to repair @ a
discount

Repair/Replacement Cost	Repair/Replacement Date

11/8/13: Per Ilion - TA dirty, sear work sluggish & set screws altered. Can offer to replace TA, check over & test at 1/2 normal cost - quote. df 11/15/13: Customer approved quote & paid w/a check. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	11/7/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	22" 243 WIN	
	Date Code	BR	
	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	SLUGGISH
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	
	Lift	---Select---	.008

Sear	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY SEAR WORKS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED BOLT LOCK FEATURE REMOVED
	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

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 RE00326599	Serial Number / Description 326952 Model 700 Center Fire Caliber: 243	Date Received: 11/06/2013 Estimate Date: 11/07/2013 Date Printed: 11/20/2013						
Customer: ALLAN MCCOLLUM 998 VAN FOSSEN ROAD PETROLEUM, WV 26161 US		Return To: ALLAN MCCOLLUM 998 VAN FOSSEN ROAD PETROLEUM, WV 26161 US						
Please Circle One: VISA MC DISCOVER Card No. _____ Exp.Date _____ Open Account: R _____ PO Number: _____								
Approval Signature: _____ Date: _____ Daytime Phone: (____) _____ Time to Call: _____								
<input type="checkbox"/> 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								
trigger assembly dirty,sear works sluggish and set screws altered. can offer to 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
Sub Total:								77.00
Est Sales Tax:								4.62
Grand Total:								\$81.62

PO BOX 700
Madison, NC 27025-0700

REMINGTON-UMC 111 NORTH MAIN STREET, 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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

2211
BR1/68
3#
.008

Service Request Number	Serial Number / Description	Date of Request:	10-23-2013
SR00065280	326952	Date Printed:	10-23-2013
Customer:	Model		
ALLAN MCCOLLUM		Destination:	
998 VAN FOSSEN ROAD		Arms Services	
PETROLEUM, WV 26161 US		14 Hoefler Ave	
		Ilion, NY 13357 US	
Email: amccollum55@yahoo.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

Service Request Section
Firearm is firing when the consumer switches the firearm from safe to fire. The consumer stated that they had the bolt lock removed by a gunsmith at Gander Mountain.

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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326952
Model: 700



RE00326599

RECEIVED
NOV 08 2013

BY:.....

T.A. Dirty sear works sluggish
set screws at lt. cam other to
rep. T.A. check over & test
at 1/2 cost.

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







