

Remington Arms Co., Inc.
Product Service
Legal Case #:9533

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
331227	12/17/2013	11/19/2013	12/18/2013	11/17/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Reily	McCraw	3600 McKamy Oaks Trail	Arlington	TX	76017		H 817-465-2319

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				

11/19/13: I received call from Reily McCraw, he said that his gun has fired on safety release several times. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	N/A	6539215	AW	3/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	BONITZ BROS HARRISBURG PA		Y			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, quote to repair BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$26					

11/25/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1566574. jbi 12/19/13: Per Ilion, "could not duplicate concern. Trigger assembly dirty and sear engagement screw is altered. Replace trigger assembly, check over and test fire under bolt lock program for \$20.00 + shipping." jbi 12/20/13: I called Reily McCraw and he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	12/18/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	22" 243 WIN	
	Date Code	AW	
	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---	.005
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5#
	Altered	True	SEAR ENGAGEMENT ALTERED
	Sub-Assembly	M/700 Bolt Lock	

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.

Repair Number	Serial Number / Description	Date Received:
RE00331227	6539215	12/17/2013
	Model 700 Center Fire Caliber: 243 WIN	Estimate Date:
		12/19/2013
		Date Printed:
		12/19/2013

Customer:

REILY MCCRAW
3600 MCKAMY OAKS TRAIL
ARLINGTON, TX 76017 US

Return To:

REILY MCCRAW
3600 MCKAMY OAKS TRAIL
ARLINGTON, TX 76017 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

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

could not duplicate concern. trigger assembly dirty and sear engagement screw is 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

Sub Total: 37.00

Est Sales Tax: 2.50

Grand Total: \$39.50

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

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"
AW3/
S
.00

Service Request Number SR00068806	Serial Number / Description 539215 Model 700 Center Fire	Date of Request: 11/25/2013 Date Printed: 11/25/2013
Customer: REILY MCCRAW 3600 MCKAMY OAKS TRAIL ARLINGTON, TX 76017 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email:	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
Product Service 9533.jbi

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
----------	------	-------------	------------	----------	-------	------	--------

Serial Number:
6539215

Model: 700



RE00331227

RECEIVED
DEC 19 2013

BY:.....

could not dup concern
T.A. dirty + sease x9ag. Alt.
Rfr T.A. check over + test
und BCP for 20 +

Q

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

ARS LABEL REQUEST FORM

DATE:	11/25/2013	Service Request #	SR00068806
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	irvingjb	email address:	I will mail

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

REILY MCCRAW
3600 MCKAMY OAKS TRAIL
ARLINGTON, TX 76017 US
SR00068806

Email:

RETURN ITEM TO:

ILN

Arms Services



4XX696 NOV 26, 2013 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX6969067391634
REF 1:SR00068806
REF 2:

HANDLING CHARGE 0.00
SINGLE - PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 11.68 PUB + HANDLING 11.68

ATTN: Product Service







