

Remington Arms Co., Inc.
Product Service
Legal Case #:9263

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
323730	10/11/2013	10/4/2013	10/14/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeremiah	Mitchell	2906 Ruritan Rd	Roaring River	NC	28669		H 336-452-1068

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	FBC and FSR	Concern:1008	Fired on Bolt Closing	Unknown
C				

10/4/13: I received call from Jeremiah Mitchell, he stated that his gun sometimes fires when closing the bolt and when pushing the safety off. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/25-06 REM	27452	E6659002	PU	6/23/2000 8:36:42 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT CORPORATION	TWO PIECE BASE	N			

CONCERN: FBC AND 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
Replace trigger, check over and test fire at 50% discount						

Repair/Replacement Cost	Repair/Replacement Date

10/4/13: Sending ARS, letter, and SR paperwork. jbi 10/16/13: Per Ilion, "trigger assembly dirty and rusty. Trigger not returning properly. Replace trigger assembly, check over and test fire at 1/2 normal cost." jbi 10/17/13: I called Jeremiah Mitchell and he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/14/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		24" 2506 REM
	Date Code		PU
	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	
	Sub-Assembly	ISS	

Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	6.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-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.

Repair Number RE00323730	Serial Number / Description E6659002 Model 700 Center Fire Caliber: 25 -06	Date Received: 10/11/2013 Estimate Date: 10/14/2013 Date Printed: 10/16/2013
Customer: JEREMIAH MITCHELL 2906 RURITAN RD ROARING RIVER, NC 28669 US		Return To: JEREMIAH MITCHELL 2906 RURITAN RD ROARING RIVER, NC 28669 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp.Date _____

Opn 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
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Technician Comments

trigger assembly dirty and rusty. 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-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: 2.91

Grand Total: \$79.91

Remington®

2411
PU 6/20
6.5th
1012

October 4, 2013

Jeremiah Mitchell
2906 Ruritan Rd
Roaring River, NC 28669
Phone: 336-452-1068

9263

Ref # 9263, Remington Model 700, serial #E6659002

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 336-548-8684
Fax: 336-548-7872

Serial Number:
E6659002

Model: **700**



RE00323730

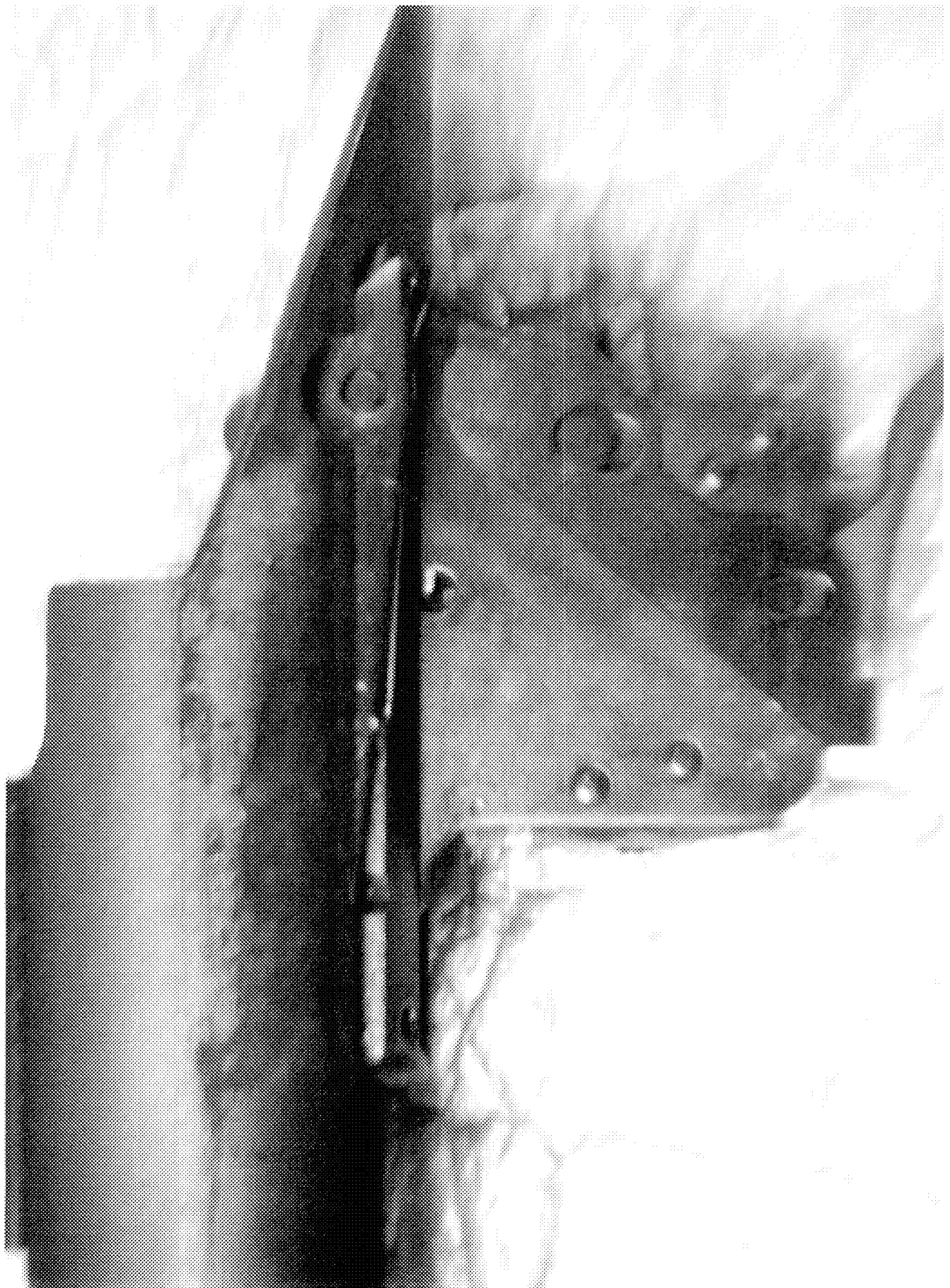
RECEIVED
OCT 16 2013

BY:

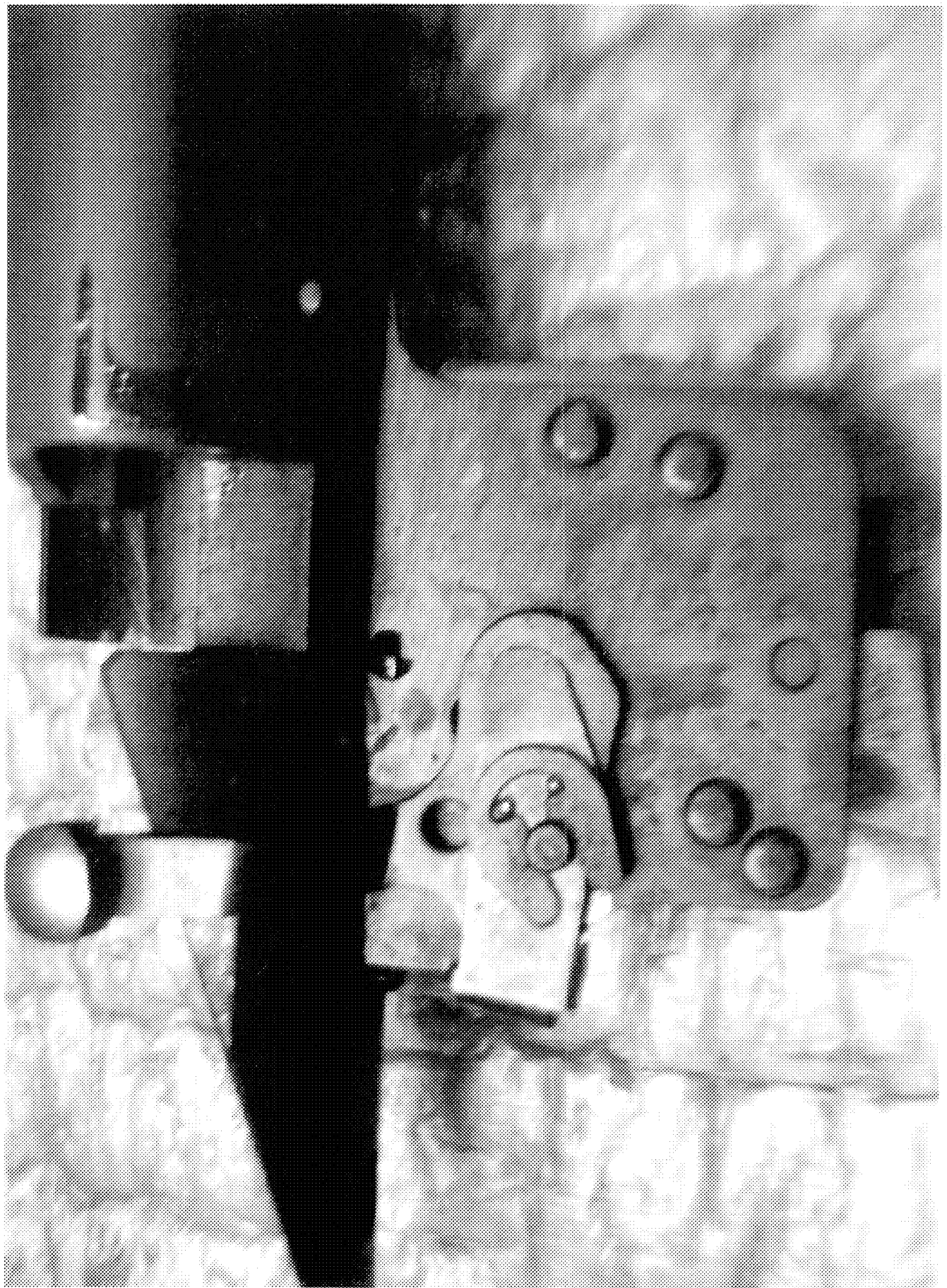
T.A. dirty & rusty. Trig not
returning properly. Rep. T.A.
check down, test ~~with~~ AT
1/2 normal cost.

Q









ARS LABEL REQUEST FORM

DATE:	10/04/2013	Service Request #	SR00063522
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:

JEREMIAH MITCHELL
2906 RURITAN RD
ROARING RIVER, NC 28669 US
SR00063522

Email:

RETURN ITEM TO:

ILN

Arms Services



4XX596 OCT 4, 2013 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065314328
REF 1:SR00063522
REF 2:

HANDLING CHARGE 0.00		SVC	T/P USD
SINGLE-PIECE PUB RATE CHRG:			
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 10.34		PUB+HANDLING	10.34

ATTN: Product Service