

Remington Arms Co., Inc.
Product Service
Legal Case #:9722

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
331414	12/18/2013	12/19/2013	12/19/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Nilles	5505 Keybridge Dr	Boise	ID	83703		H 208-342-3771

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Unexplained Discharge - No Mention of Safety Position	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

Per SR00069931 Service Request Section, "Consumer states had multiple occasions of the weapon firing without a trigger pull" jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	N/A	B6207300	CA	4/22/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART ENT LAWRENCE KS		U			

CONCERN: FIRED WITHOUT PULLING TRIGGER

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				
	\$29					

12/20/13: Per Ilion, "trigger assembly has a dried and sticky lubrication residue causing parts to work sluggish. Replace trigger assembly, check over, and test fire under bolt lock program for \$20.00 + shipping." jbi 1/20/14: I call and left message requesting a call back. jbi 1/22/14: I received call from Charles Nilles, he approved quote with credit card. I emailed Charles Nilles a paid receipt as he requested. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/19/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		CA
	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; Not Functioning	BINDS
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		BOLT LOCK SAFETY
	Function	Like new;	

		Functioning	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DRIED AND STICKY LUBE RESIDUE PARTS WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	5#
	Altered	False	SEALANT PRESANT
	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

www.remington.com

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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.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

Customer:

CHARLES NILLES
5505 KEYBRIDGE DR
BOISE, ID 83703 US

Item Return To:

CHARLES NILLES
5505 KEYBRIDGE DR
BOISE, ID 83703 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.

Repair Number	Serial Number / Description	Date Received:	12/18/2013
RE00331414	B6207300	Estimate Date:	12/19/2013
	Model 700 Center Fire Caliber: 270 WIN	Date Printed:	1/17/2014

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
U020 - REPLACE TRIGGER ASSM UNDER RECALL

Found

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

trigger assembly has a dried and sticky lubrication residue causing parts to work sluggish. 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-SHIPPING & 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

PO Box 700
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

22
CA4/8
54
016

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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number SR00069931	Serial Number / Description B6207300 Model 5770	Date of Request: 12-04-2013 Date Printed: 12-04-2013														
Customer: CHARLES NILES 5505 KEYBRIDGE DR BOISE, ID 83705 US Email: cdnil@msn.com		Destination: Arms Services 14 Hoefler Ave Hion, NY 13357 US 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 MS76 - REPLACE TRIGGER ASSM UNDER RECALL																
Service Request Section Consumer states "had multiple occasions of the weapon firing without a trigger pull"																
<table border="1"><thead><tr><th>Parts And Service Details</th><th>Description</th><th>Qty Needed</th><th>Warranty</th><th>Price</th><th>Disc</th><th>Amount</th></tr></thead><tbody><tr><td>Serial Number: B6207300 Model: 700  RE00331414</td><td></td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table>			Parts And Service Details	Description	Qty Needed	Warranty	Price	Disc	Amount	Serial Number: B6207300 Model: 700  RE00331414						
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Serial Number: B6207300 Model: 700  RE00331414																
<p>THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the</p> <p>T. A. has a dried + sticky lube inside causing parts to work sluggish. Mpt. tm. check over + test and BCP for 20 +</p> <p>Sub Total: .00 Est Sales Tax: .00 Grand Total: \$.00</p>																





