

Remington Arms Co., Inc.
Product Service
Legal Case #:9274

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
23213	10/7/2013	10/8/2013	10/8/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Clyde	O'Quinn	1248 Knightwood Rd	Huntington	TX	75949		H 936-422-9906

Incident Information

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

SR00062483 Service Request Section, "Customer states the rifle will discharge when the safety is moved." jbi

Learn Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	N/A	6485591	WR	8/1/1968

Date Purchased	Where Purchased	Accessories	Original Owner
	LEE HDWE SHREVEPORT LA		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
Replace trigger assembly, check over, and test fire under bolt lock program for \$20.00 + shipping.						

Repair/Replacement Cost	Repair/Replacement Date
\$27	

10/10/13: Per Ilion, trigger assembly is dirty, sticky, and set screws altered. Replace trigger, check over, and test under BLP for \$20 plus shipping. jbi 10/11/13: I call Clyde O'Quinn and he approved quote with credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	10/8/2013		
	Product Type	RF		
	Action Type	A		
	Assigned To	S.NICHOLS		
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE	
Barrel	Description	22" 270 WIN		
	Date Code	WR		
	Bore Plugged	False		
	Bulged	False		
	Fired	False		
	Fired while Obstructed			
	Muzzle/Crown Condition	Slightly Worn; Functioning		
Bolt	Firing Pin	Slightly Worn; Functioning	SLUGGISH	
	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	BOLT LOCK SAFETY		
	Function	Like new; Functioning		
	Lift	---Select---		.010
		Slightly Worn;		

Sear	Notch	Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY STICKY PARTS WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	4.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 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 RE00323213	Serial Number / Description 6485591 Model 700 Center Fire Caliber: 270 WIN	Date Received: 10/07/2013 Estimate Date: 10/08/2013 Date Printed: 10/11/2013						
Customer: CLYDE O'QUINN 1248 KNIGHTWWOD ROAD HUNTINGTON, TX 75949 US	Return To: CLYDE O'QUINN 1248 KNIGHTWWOD ROAD HUNTINGTON, TX 75949 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, sticky and set screws 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

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.**



2211
WR 8/6
4.5
016

Service Request Number SR00062483	Serial Number / Description 6485591 Model 700	Date of Request: 09/23/2013 Date Printed: 09/23/2013
Customer: CLYDE O'QUINN 1248 KNIGHTWOOD ROAD HUNTINGTON, TX 75949 US		Destination: Arms Services 14 Hoeftler 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
M240 - BOLT LOCK SAFETY MODIFICATION
M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY

Service Request Section
Customer states the rifle will discharge when the safety is moved.

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Number:

6485591

Model: 700



RE00323213

RECEIVED
OCT 10 2013

BY:

T.A. dirty, sticky + set screws
Alt. Rep TPA, check own + test
und. BCP Log 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







