

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9359

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
329684	12/5/2013	10/28/2013	12/6/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jim	Parrish	34780 Hwy 58	Eugene	OR	97405		C 541-954-0549

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired without touching the trigger	Unexplained Discharge Safe OFF	Unknown	
C	Concern:1006			

10/28/13: I received a call from Jim Parrish, he stated that he had closed the bolt on a round and then went to put the safety back on and the rifle fired when he touched the safety. jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	N/A	6667968	RX	11/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner			
	BASCHE & SAGE BAKER OR	SCOPE BASE,BOTTOM HALF RINGS	N			

CONCERN:DELAYED FIRING

## Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Hornady	/	17 HMR				
Concern	Other	Factory	Reload			
999:My Gun Blew Up		Y	N			

## 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.						



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	Slightly Worn; Functioning	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG NOT RETURNING PROPERLY EXSESSIVE OVER TRAVEL
	Pull	---Select---	4.5#
	Altered	True	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF RINGS

# 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 RE00329684	Serial Number / Description 6667968 Model 700 Center Fire Caliber: 7 MM REM MAG	Date Received: 12/05/2013 Estimate Date: 12/06/2013 Date Printed: 12/09/2013
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## Customer:

JIM PARRISH  
34780 HWY 58  
EUGENE, OR 97405 US

## Return To:

JIM PARRISH  
34780 HWY 58  
EUGENE, OR 97405 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.

Reported	Problems Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

## Technician Comments

could not duplicate concern.trigger assembly 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
F305572B	Part	700 X-MARK PRO TRIG ASSB LH 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

Sub Total: 37.00

Est Sales Tax: .00

Grand Total: \$37.00

# Remington®

2411  
RX 11/73  
4.5  
008

October 28, 2013

9359

Jim Parrish  
34780 Hwy 58  
Eugene, OR 97405  
Phone: 541-954-0549

Ref # 9359, Model 700, Serial# 6667968

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

RECEIVED  
DEC 09 2013

BY:.....

Number:

6667968

Model: 700



RE00329684

could not disp. concern.  
T. A. set screws A/H.  
dep. T. A. check down + test  
and BCP for 20 +

Q

# 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.**

<b>Service Request Number</b> SR00065789	<b>Serial Number / Description</b> 6667968 - <b>LH</b> Model 700 Center Fire	<b>Date of Request:</b> 10/28/2013 <b>Date Printed:</b> 10/28/2013
<b>Customer:</b> JIM PARRISH 34780 HWY 58 EUGENE, OR 97405 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	<b>Email:</b>

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 # 9359

Parts And Service Details		
Material	Type	Description
		Qty Needed
		Warranty
		Price
		Disc
		Amount

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:	10/28/2013	Service Request #	SR00065789
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](http://www.Remington.com)

### LABEL INFORMATION

MAIL LABEL TO:	JIM PARRISH 34780 HWY 58 EUGENE, OR 97405 US SR00065789  Email:
RETURN ITEM TO:	ILN Arms Services



ATTN: Product Service









