

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9531

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
330352	12/10/2013	11/21/2013	12/11/2013	11/18/2013			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Richard	Quail	5967 102nd Ave.	Pinellas Park	FL	33782		H 727-403-3710 E gr2inc@ij.net

## Incident Information

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

11/21/13: Customer called in. He stated he bought rifle used & on 11/18/13 the rifle fired when he took it off Safe - no damage, no injury. Customer said he would like to have the bolt lock modification done & have the trigger replaced. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6657815	OX	7/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner			
	J T LLOYD LITTLE ROCK ARK	SCOPE BASE	N			

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

Per Ilion - Quote  
to repair under  
BLM

Repair/Replacement Cost	Repair/Replacement Date
\$29	

11/25/13: Mailing ARS, letter, SR paperwork. Box order# 1566484. df 12/12/13: Per Ilion - TA dirty & set screws altered. Replace TA, check over & test under BLM - quote. df 12/18/13: Customer called, spoke w/CSR & apprvd & paid for repair. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	12/11/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4006	Altered Adjustments or Components	POOR MAINTENENCE
Barrel	Description	22" 270 WIN	
	Date Code	OX	
	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	
		SLUGGISH	
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---	.003
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY TRIG NOT RETURNING PROPERLY. WILL FOLLOW DOWN
	Pull	---Select---	5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

# 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.

<b>Repair Number</b> RE00330352	<b>Serial Number / Description</b> 6657815 Model 700 Center Fire Caliber: 270 WIN	<b>Date Received:</b> 12/10/2013 <b>Estimate Date:</b> 12/26/2013 <b>Date Printed:</b> 01/02/2014
<b>Customer:</b> RICHARD QUAIL 5967 102ND AVE. PINELLAS PARK, FL 33782 US		<b>Return To:</b> RICHARD QUAIL 5967 102ND AVE. PINELLAS PARK, FL 33782 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	Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION

**Technician Comments**  
trigger assembly dirty 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-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

PAID

12/18/13

**Sub Total:** 37.00  
**Est Sales Tax:** 2.22  
**Grand Total:** \$39.22

# Remington®

22"  
0x7/-  
5#  
00

COPY

November 21, 2013

9531

Richard Quail  
5967 102<sup>nd</sup> Ave.  
Pinellas Park, FL 33782  
Phone: 727-403-3710

Ref # 9531, Model 700, Serial # 6657815

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. This shipping label is for a UPS Hub or UPS Terminal or a UPS driver can scan the label and ship the package for you. A box will arrive separately.

**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 and will contact me with the results.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co, LLC  
Phone: 1-800-243-9700 ext 8686  
Fax: 336-548-7872

RECEIVED  
DEC 12 2013

BY: .....

6657815

Model: 700



RE00330352

T.A. Linky & set screws at ft.  
Up. T.A. check over & rest  
und BCP for 20 +

Q

Remington Arms Company, LLC • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 33538

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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

[www.Remington.com](http://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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

<b>Service Request Number</b> SR00068758	<b>Serial Number / Description</b> 6657815 Model 700 Center Fire Caliber: 270	<b>Date of Request:</b> 11/25/2013 <b>Date Printed:</b> 11/25/2013
<b>Customer:</b> RICHARD QUAIL 5967 102ND AVE. PINELLAS PARK, FL 33782 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
<b>Email:</b>	<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 # 9531. dmf

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

<b>Model Number:</b> 700		<b>Serial Number:</b> 665 7815	
<b>Name:</b> Richard Quail		<b>Date of Purchase:</b>	
<b>Address (no PO Boxes):</b> 5967- 102nd Ave			
<b>City:</b> Pinellas Park		<b>State:</b> FL	<b>Zip:</b> 33782
<b>Phone (Daytime):</b> 727-403-3710		<b>Fax:</b> —	
<b>E-mail Address:</b> gr2inc@ij.net			
<b>Please describe your problem:</b> Rifle Discharged when Safety Lever was moved from S to F. There was No physical Contact With TRIGGER OR TRIGGER Guard			
500 characters left			
<del><b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</del>			
<p><b>WARNING:</b> DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p><del>:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</del></p>			

Use our  
UPS label

## ARS LABEL REQUEST FORM

DATE: 11/25/2013	Service Request # SR00008758
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: R. Richards	email address: I WILL MAIL LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27625-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	RICHARD QUAIL 3967 102ND AVE PINELLAS PARK, FL 33782 US SR00008758  Email:
<b>RETURN ITEM TO:</b>	ILN  Ammo Services



AKK596 NOV 25, 2013 ALL CURR USD 1 OF 1  
 SVC 00000000000000000000000000000000  
 TRACKING 124XK5969067770316  
 REF 1: 0000008758  
 REF 2:

HANDLING CHARGE \$ 00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRSG		RS	\$ 0.50
DT	\$ 0.00	CC	\$ 0.00
DC	\$ 0.00	CD	\$ 0.00
DR	\$ 0.00	CP	\$ 0.00
PR	\$ 0.00	PP	\$ 0.00
TOT PUB CHG 11.50		PUB+HANDLING 11.50	

**ATTN: Product Service**











