

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9443

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
328841	11/26/2013	11/8/2013	12/2/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Reynerson's Gunsmith Service		Reynerson's Gun	10044 Hooper Rd	Baton Rouge	LA	70818		W 225-261-4860

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

11/8/13: I received call from Joe with Reynerson's Gunsmith Service, they are wanting to send in a gun for a customer. Per customer the gun fired on safety release. jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	25803	C6681310	RL	11/8/1991
Date Purchased	Where Purchased	Accessories	Original Owner			
	NATIONAL SHOOTING SUPPLIES, INC.		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
Per Ilion, replace trigger assembly and repair as needed at 50% discount						
	Repair/Replacement Cost	Repair/Replacement Date				

11/8/13: Sending ARS, letter, and SR paperwork. jbi 12/4/13: Per Ilion, "could not duplicate concern. Trigger assembly dirty and sticky, parts work sluggish. Can offer to replace trigger assembly, check over and test fire at 1/2 normal cost." jbi 12/10/13: Dealer faxed in approval to Field Service. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/2/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	IMPROPER MAINTENENCE
Barrel	Description		24" 7MM REM MAG
	Date Code		RL
	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; 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	
Sear	Lift	---Select---	.016
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY PARTS SLUGGISH
	Pull	---Select---	5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-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](http://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>	<b>Serial Number / Description</b>	<b>Date Received:</b>	11/26/2013
RE00328841	C6681310	<b>Estimate Date:</b>	12/03/2013
	Model 700 Center Fire Caliber: 7 MM REM MAG	<b>Date Printed:</b>	12/10/2013

**Customer:**

REYNERSON'S GUNSMITH SERVICE  
10044 HOOPER RD  
BATON ROUGE, LA 70818 US

**Return To:**

REYNERSON'S GUNSMITH SERVICE  
10044 HOOPER RD  
BATON ROUGE, LA 70818 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**

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Found**

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments**

could not duplicate concern.trigger assembly dirty and sticky.parts work sluggish.can offer to 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:** 3.08

**Grand Total:** \$80.08

# Remington®

24"  
RL 11/91  
5#  
.016

November 8, 2013

Reynerson's Gunsmith Service  
10044 Hooper Rd  
Baton Rouge, LA 70818  
Phone: 225-261-4860

9443

Ref # 9443, Model 700, Serial # C6681310

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 / H&R  
Phone: 336-548-8684  
Fax: 336-548-7872

RECEIVED  
DEC 04 2013

BY: .....

Serial  
Number:

C6681310

Model: 700



RE00328841

could not dup. concern  
T.A. dirty & sticky parts work  
sluggish. can often be Rep.  
T.A. check work & test at 1/2  
cost

Q

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 33616

# 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> SR00067038	<b>Serial Number / Description</b> C6681310 Model 700 RIFLE	<b>Date of Request:</b> 11/08/2013 <b>Date Printed:</b> 11/08/2013
<b>Customer:</b> REYNERSON'S GUNSMITH SERVICE 10044 HOOPER RD BATON ROUGE, LA 70818 US	<b>Destination:</b> Arms Services 14 Hoefler 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**  
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Service Request Section**  
Product Service # 9443. jbi

<b>Parts And Service Details</b>								
<b>Material</b>	<b>Type</b>	<b>Description</b>	<b>Qty Needed</b>	<b>Warranty</b>	<b>Price</b>	<b>Disc</b>	<b>Amount</b>	

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.

<b>Sub Total:</b>	.00
<b>Est Sales Tax:</b>	.00
<b>Grand Total:</b>	\$ .00

## ARS LABEL REQUEST FORM

DATE:	11/08/2013	Service Request #	SR00067038
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:	REYNERSON'S GUNSMITH SERVICE 10044 HOOPER RD BATON ROUGE, LA 70818 US SR00067038  Email:
RETURN ITEM TO:	ILN  Arms Services



ATTN: Product Service









