

Remington Arms Co., Inc.
Product Service
Legal Case #:9159

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
319617	9/3/2013	9/4/2013	9/4/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Kings Firearms and More		Kings Firearms	505 N. Garden St.	Columbia	TN	38401		W 931-548-2255 E info@kingsfirearmsandmore.com
Incident		Elmer	Riggs						H 931-224-5875

Incident Information

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

Per SR00059946 Service Request Section, "gun fires when you move the safety." Per Repair Ticket #509 from King's Firearms and More, "it would fire when the safety to the firing position or when the bolt was chambering a round with the safety in firing position. This happened on several occasions while hunting and target shooting." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25773	E6405891	ER	10/9/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT CORPORATION		U			

CONCERN:FBC, FOS

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
Offer to replace trigger assembly, clean, and test at 50% discount						
	Repair/Replacement Cost	Repair/Replacement Date				

9/5/13: Per Ilion, "could not duplicate concern. Trigger assembly dirty and rusty. Can offer to replace trigger assembly, check over and test fire at 1/2 normal cost." jbi 9/6/13: I called dealer with the quote. It was approved with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/4/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		ER
	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	VERY WEAK SPRING
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	MARS,DENTS,SCRATCHES VERY ROUGH ON GRIP
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	

	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	5.5#
	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

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 RE00319617	Serial Number / Description E6405891 Model 700 Center Fire Caliber: 30 -06 SPRG	Date Received: 09/03/2013 Estimate Date: 09/04/2013 Date Printed: 09/06/2013
Customer: KINGS FIREARMS AND MORE 505 N. GARDEN ST. COLUMBIA, TN 38401 US	Return To: KINGS FIREARMS AND MORE 505 N. GARDEN ST. COLUMBIA, TN 38401 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 M994 - FIRES -SAFETY	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

could not duplicate concern.trigger assembly dirty and rusty.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-SHIPPING & 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:	4.62
								Grand Total:	\$81.62

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"
ER 10/9
5.5#
.011

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 SR00059946	Serial Number / Description E6405891 Model 700 RIFLE	Date of Request: 08/26/2013 Date Printed: 08/26/2013
Customer: KING'S FIREARMS AND MORE 505 N. GARDEN ST. COLUMBIA, TN 38401 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email: susan@kingsfirearmsandmore.com	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.

9159

Reason For Return
M994 - FIRES - SAFETY

Service Request Section
GUN FIRES WHEN YOU MOVE THE SAFETY



505 North Garden St.
Columbia, TN 38401
931-548-2255 Office
931-548-2256 Fax
info@kingfirearmsandmore.com

Qty Needed	Warranty	Price	Disc	Amount
<p>RECEIVED SEP 05 2013</p> <p>BY:</p>				

Serial Number: **E6405891**
Model: **700**

RE00319617

could not dup. concern,
T.A. dirty & rusty. can
offer to rep. TPA, check out
& rest at 1/2 normal cost.

he

Q

Sub Total: .00
Est Sales Tax: .00
Grand Total: \$.00

Model Number: 700 ADL		Serial Number: E6405891	
Name: ELMER (JUNIOR) RIGGS		Date of Purchase: 12 YEARS Maybe 15 yr	
Address (no PO Boxes): 1551 IRWIN ROAD			
City: LEWISBURG		State: TN	Zip: 37091
Phone (Daytime): 931-224-5875		Fax:	
E-mail Address: jriggs@columbiatn.com			
Please describe your problem: REMINGTON S/N# E6405891 MODEL 700 30-06. THIS FIREARM WILL FIRE WHEN HE CLOSES THE BOLT. IT WILL FIRE WHEN THE SAFETY IS IN THE FIRING POSITION OR WHEN THE BOLT WAS CAMBERING A ROUND WITH THE SAFETY IN FIRING POSITION. THIS HAPPENED ON SEVERAL OCCASIONS WHILE HUNTING AND TARGET SHOOTING. HE SAID WITH 100 PERCENT ACCURACY THAT THE TRIGGER HAS NOT BEEN ALTERED. HE PURCHASED IT NEW FROM A DEALER. THE FIREARMS OWNERS NAME IS ELMER (JUNIOR) RIGGS 931-224-5875			
41 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<p>WARNING: 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. :: 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.) :: Remove all accessories from your firearm to prevent loss or damage. :: 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.</p>			
Print		Reset	







