

Remington Arms Co., Inc.
Product Service
Legal Case #:9453

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
327006	11/11/2013	11/12/2013	11/12/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Robinson	15 Bridge St	Walton	NY	13856		H 607-865-6800 E jarcessna@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S	FBC	Concern:1008	Fired on Bolt Closing	
C				

Per SR00034354 Service Request Section, "Please update trigger and remove bolt lock safety. Gun was going off, when closing the bolt." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	N/A	6674502	DX	9/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner			
	SKIS SPT CTR OTTSVILLE PA	AFT MKT STK,TWO PIECE BASE	U			

CONCERN: FBC

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 BLM						

Repair/Replacement Cost	Repair/Replacement Date
\$27	

11/13/13: Per Ilion, "trigger assembly dirty and sticky, parts work sluggish and set screws altered. Replace trigger assembly, check over and test fire under bolt lock program for \$20.00 + shipping." jbi 11/21/13: I called and left message requesting a return call. jbi 11/25/13: I received call from John Robinson, he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/12/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description		24" 300 WIN MAG
	Date Code		DX
	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	---Select---	AFT MKT, BUTLER CREEK
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	

Sear	Lift	---Select---	.005
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY WORKS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		AFT MKT STK,TWO PIECE 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.

Repair Number RE00327006	Serial Number / Description 6674502 Model 700 Center Fire Caliber: 300 WIN MAG	Date Received: 11/11/2013 Estimate Date: 11/12/2013 Date Printed: 11/20/2013						
Customer: John A. Robinson 15 Bridge St. WALTON, NY 13856 US		Return To: John A. Robinson 15 Bridge St. WALTON, NY 13856 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 M240 - BOLT LOCK SAFETY MODIFICATION		Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION						
Technician Comments								
trigger assembly dirty and sticky, parts work sluggish 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:								2.59
Grand Total:								\$39.59

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

24"
Dx9/7
4#
1005

Service Request Number SR00034354	Serial Number / Description 6674502 Model 700	Date of Request: 11/08/2012 Date Printed: 11/08/2012																																		
Customer: John A. Robinson 15 Bridge St. WALTON, NY 13856 US Email: jarcassna@yahoo.com	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US 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 M295 - EVALUATE AND REPAIR SAFETY INSP.																																				
Service Request Section Please update trigger and remove bolt lock safety. gun was going off, when closing the bolt.																																				
<table border="1"><thead><tr><th colspan="2">Parts And Service Details</th><th rowspan="2">Description</th><th rowspan="2">Qty Needed</th><th rowspan="2">Warranty</th><th rowspan="2">Price</th><th rowspan="2">Dkc</th><th rowspan="2">Amount</th></tr><tr><th>Material</th><th>Type</th></tr></thead><tbody><tr><td colspan="2">Serial Number: 6674502 Model: 700</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td colspan="2"></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td colspan="2">RE00327006</td><td></td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table>			Parts And Service Details		Description	Qty Needed	Warranty	Price	Dkc	Amount	Material	Type	Serial Number: 6674502 Model: 700																RE00327006							
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<p>THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the</p> <p>Sub Total: .00 Est Sales Tax: .00 Grand Total: \$.00</p>																																				

RECEIVED
NOV 13 2013

BY: _____

T.A. dirty + sticky parts slug gished
Set screws all. Rep T.A. check
event restored BLP for 20+







