

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9086

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
316832	8/2/2013	8/5/2013	8/5/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Bass Pro Shop Outdoor World		Bass Pro Shop O	709 Janes Ave	Bolingbrook	IL	60440		
Incident		Brian	Sheehan	1124 Mangenta Ct.	Naperville	IL	60564		H 847-721- 8615

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S FBO	Concern:1020 Fired on Bolt Opening			
C				

Per SR00056042 Service Request Section, "Rifle would not fire when trigger was pulled. Rifle fired when bolt was cycled to eject bullet." jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	N/A	40037	RJ	11/1/1962
Date Purchased	Where Purchased	Accessories	Original Owner			
			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				
	\$29					

8/6/13: Called and left message on voice mail requesting approval of quote. Customer called back and approved with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/5/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		24" 7MM REM MAG
	Date Code		RJ
	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	Worn; Functioning	DIRTY,RUSTY
	Stock Condition	Worn; Functioning	FINISH WEAR,DENTS SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	

		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,RUSTY SEARS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	5.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 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.

<b>Repair Number</b> RE00316832	<b>Serial Number / Description</b> 40037 Model 700 Center Fire Caliber: 7 MM REM MAG	<b>Date Received:</b> 08/01/2013 <b>Estimate Date:</b> 08/05/2013 <b>Date Printed:</b> 08/06/2013
<b>Customer:</b> BASS PRO SHOP OUTDOOR WORLD 709 JANES AVE BOLINGBROOK, IL 60440 US		<b>Return To:</b> BASS PRO SHOP OUTDOOR WORLD 709 JANES AVE BOLINGBROOK, IL 60440 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 M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments**  
trigger assembly dirty and rusty.replace trigger assembly,clan 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
						<b>Sub Total:</b>		37.00
						<b>Est Sales Tax:</b>		.00
						<b>Grand Total:</b>		\$37.00

Madison, NC 27025-0700

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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"  
25 11/62  
5.5"  
307

<b>Service Request Number</b>	<b>Serial Number / Description</b>	<b>Date of Request:</b>	07/01/2013
SR00056042	40037	<b>Date Printed:</b>	07/01/2013
<b>Customer:</b>	<b>Model</b>	<b>Destination:</b>	
BRIAN SHEEHAN		Arms Services	
1124 MANGENTIA CT		14 Hoefler Ave	
NAPERVILLE, IL 60564 US	847-721-8615	Ilion, NY 13357 US	
<b>Email:</b> wsinspections80@yahoo.com		<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.

9086

**Reason For Return**  
M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY

RIFLE WOULD NOT FIRE WHEN TRIGGER WAS PULLED. RIFLE FIRED


**Service Request Section**  
safety modification program

WHEN BOLT WAS CYCLED TO EJECT BULLET.

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

Serial Number: 40037

Model: 700



RE00316832

**RECEIVED**

AUG 06 2013

BY:.....

T.A. dirty, sticky & rusty.  
Repa TPA, clean + test wd.  
Blk Box 20 +

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

Q

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

## 62130

Transfer Type Check All That Apply		Sending Location		Receiving Location		Transfer Number	
<input type="checkbox"/> Store to Store <input checked="" type="checkbox"/> Gunsmith <input type="checkbox"/> Non Merch. Transfer <input checked="" type="checkbox"/> Customer Name: <u>Brian Patrick Sheehan</u> Phone#: <u>847 721-8615</u> <input type="checkbox"/> Return to Sender		<u>Bass Pro Bolingbrook IL</u>		<u>Remington</u>		<u>Repair</u>	
Acquisition Date		SKU	Serial Number	Make	Model	Caliber	Retail
<input checked="" type="checkbox"/> <u>07/27/2013</u>		<u>1856475</u>	<u>40037</u>	<u>Remington</u>	<u>700</u>	<u>7mm Rem</u>	
Total Firearms Sent: <u>ONE</u>		Total Number of Boxes: <u>ONE</u>		Date: <u>7/30/13</u>			
FedEx Tracking Number/RST # <u>715 4372 61025629</u>		Notes: <u>WARRANTY REPAIRS</u> <u>ON TRIGGER</u> <u>SEE PAPER WORK</u> <u>ENCLOSED</u>					
I, <u>KEVIN GIERAT</u> , Certify that all Firearms are listed correctly (Operations Manager or Operational Support Staff) and all have been disposed before Shipment.							
Transfer: <u>Gun Repair</u>							
Prepared By: <u>[Signature]</u>		Date: <u>07/27/2013</u>					
Authorized By: <u>[Signature]</u>		Date: <u>7/30/13</u>					
Keyed By: <u>[Signature]</u>		Date: <u>7/30/13</u>					
(Receiving Location Only)							
Total Firearms Received:		Date:					
I, _____, Certify that all Firearms are listed correctly (Operations Manager or Operational Support Staff) Received, and Acquired.		Customer Repair Return					
Received By:		Signature: _____					
Keyed By:		Date: _____					



