

Remington Arms Co., Inc.
Product Service
Legal Case #:9149

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
319399	8/28/2013	8/29/2013	8/29/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Gregory	Smith	908 E. Livingston	Celina	OH	45822		H 419-586-6852 E gsmith76042@roadrunner.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Unexplained Discharge - No Mention of Safety Postion	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

Per Service Request SR00059877, "Fires without trigger being pulled." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	N/A	A6801369	DV	9/10/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPT HQ DAYTON OHIO	TWO PIECE BASE	U			

CONCERN: FIRED WITHOUT PULLING TRIG

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
Replace trigger assembly, clean, and test fire under bolt lock program for \$20.00 + shipping.						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$32					

8/30/13: Per Ilion, "trigger assembly has a dried and sticky lubrication residue causing parts to work sluggish. Replace trigger assembly, check over and test fire under bolt lock program for \$20.00 + shipping." jbi 9/5/13: David

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9149&Type=C... 9/5/2013

Gibson in Consumer Service received letter approving repair with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.RAVIS
	Exam Date		8/29/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		DV
	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	BINDS
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---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DRIED AND STICKY LUBE RESIDUE PARTS WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	9#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		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 RE00319399	Serial Number / Description A6801369 Model 700 Center Fire Caliber: 270 WIN	Date Received: 08/28/2013 Estimate Date: 08/29/2013 Date Printed: 09/03/2013						
Customer: GREGORY SMITH 908 E. LIVINGSTON CELINA, OH 45822 US	Return To: GREGORY SMITH 908 E. LYVINGSTON CELINA, OH 45822 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 has a dried and sticky lubrication residue causing parts to work sluggish. 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
F305572B	Part	700 X-MARK PRO TRIG ASSB LH 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:							1.85	
Grand Total:							\$38.85	

72 11
DU 9/7
9#
1007

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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number SR00059877	Serial Number / Description A6801369 Model R5811	Date of Request: 08/26/2013 Date Printed: 08/26/2013
Customer: GREGORY SMITH 908 E. LYVINGSTON CELINA, OH 43822 US		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US
Email: gsmith76042@roadrunner.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.		

Reason For Return
M240 - BOLT LOCK SAFETY MODIFICATION

SR00059877
Fires without trigger being
pulled

Bolt+Lock Safety Modification

Price	Disc	Amount

RECEIVED
AUG 30 2013

BY: _____

Serial Number:

A6801369

Model: 700



RE00319399

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

T. A. has a dried & sticky
LUBE residue causing
PARTS to work sluggish
Up: TPA, checkover & test
and BLP for 20 +

Sub Total:	0.00
Est Sales Tax:	0.00
Grand Total:	\$.00

8/26/2013







