Remington Arms Co., Inc. **Product Service** Legal Case #:9247

Case Information

RE# **Date Opened** Date Opened(PS)

Date Closed

Incident Date

Pre Lit Lit Obsolete

10/1/2013 10/1/2013 322572 9/30/2013

Customer Information

Type Business First Name Last Name

Street

City State Zip Age Contact

Incident

McKinley

5014 Chamber Court Spring Hill FL 34609

H 352-650-6721

Incident Information

Claims

Codes

Smith

Repair Est. Medical Treatment Medical Status

ΡI

PD

Cause: 4006 Altered Adjustments or Components

Unknown

FSR Concern:1007 Fired on Safe Release S

C

Per SR00061236 Service Request Section, gun fires when safety is moved and trigger binds not able to fire by pulling trigger. jbi

Firearm Information

Mfg.

Type

Model/Ga.

SKU

Serial Bbl. DOM

Remington

CF/BA

700/7MM REM MA Accessories

N/A **Original Owner** 6640448 KY 5/1/1974

Date Purchased Where Purchased

AMERICAN HDW BUTLER PA

U

CONCERN: FSR, TRIG BINDS

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Settlement

Release of Claims

Release Date

Reimbursement Settlement

Cash Date

Reim. Cash

APV

Date

Replace trigger assembly under BLP for \$20.00 + shipping

and replace trigger guard at 50% discount

> Repair/Replacement Repair/Replacement Cost Date

10/3/13: Per Ilion, trigger assembly dirty and sticky parts work sluggish. Trigger assembly set screws altered. Replace trigger assembly, check over and test fire under bolt lock program for \$20.00 + shipping, and replace trigger guard at 50% discount. jbi

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|------|----------|------|---------|
| | <u></u> | | |

http://cps03sp01.remington.com:99/Remington PSA/PrintDisplay.aspx?ID=9247&Type=...

PrintDisplay Page 2 of 3

| | Examiner | | [B.TRAVIS |
|-----------------|---------------------------|-----------------------------------|---|
| Examination | Exam Date | <u></u> | 10/1/2013 |
| | Product Type | أ | RF |
| | Action Type | j | A |
| | Assigned To | j | S.NICHOLS |
| Cause | 4006 | Altered Adjustments or Components | POOR MAINTENENCE |
| | Description | | 24" 7MM REM MAG |
| | Date Code | | KY |
| | Bore Plugged | False | |
| | Bulged | False | |
| Barrel | Fired | False | |
| | Fired while Obstructed | | |
| | Muzzle/Crown Condition | Slightly Worn; Functioning | |
| | Firing Pin | Slightly Worn; Functioning | |
| | Shroud | Slightly Worn; Functioning | |
| Bolt | Face | Slightly Worn; Functioning | |
| | Handle | Slightly Worn; Functioning | |
| | Stop | Slightly Worn; Functioning | |
| | Condition | Slightly Worn; Functioning | |
| Extractor | Cut Condition | Slightly Worn; Functioning | |
| | Ext/Eject Test | False | |
| | Block Condition | Select | |
| Locking | Lug Condition | Worn; Functioning | |
| | Notch Condition | Select | |
| | Exterior Condition | Slightly Worn; Not Functioning | BROKEN TRIG GUARD REPAIRED OUTSIDE FACTORY |
| Overall | Stock Condition | Slightly Worn; Functioning | |
| | Fore End Condition | Select | |
| | Condition | Slightly Worn; Functioning | |
| Receiver | Bulged | False | |
| | Description | | BOLT LOCK SAFETY |
| Safety | Function | Like new; Functioning | |
| | Lift | Select | .004 |
| Sear | Notch | Slightly Worn; Functioning | |
| | | Test Fired | False |
| Feeding Test | Tests | False | |
| Trigger | Condition | Slightly Worn; Not Functioning | DIRTY,STICKY PARTS BINDING |
| | Pul! | Select | 3# |
| | Altered | True | SET SCREWS ALTERED SEALANT |

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9247&Type=... 10/4/2013

| | MISSING |
|--------------|-----------------|
| 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.

| RE00322572 | 664 | 19448 | | | Estimate Date | te: 1 | 0/04/2 | 013 |
|---|----------------------------|--|-------------------|--|-----------------|-------------|---------|---|
| | Мо | del 700 Center Fire Caliber: 7 MM REM N | 1AG | | Date Printed | i: 1 | 0/04/2 | 013 |
| Customer: | | • | Retu | ırn To: | | | | |
| MCKINLEY SMITH MCKINLEY SMITH | | | | | | | | |
| 5014 CHAME | | NO. | | 5014 CHAMBEI | | | | |
| SPRING HIL | L, FL 34609 | us | | SPRING HILL, | FL 34609 US | | | |
| Please Circle One | : | | | <u>, </u> | | | | |
| VISA MC | DISCOVER | | | Ехр | .Date | | | |
| Open Accoun | Open Account: R PO Number: | | | | | | | · |
| Approval Signatu | re. | | | | Date: | | | |
| Daytime Phone | e: () | Time | to Call: | | Date | | | ,, , , , , , , , , , , , , , , , , , , |
| | | please use the reverse side for your comment | s and mark this b | oox. | | | | |
| | | Pro | blems | | | | | |
| Reported M123 - FORW | ARD TO PRO | DUCT SERVICE FOR INSPECTION | Found M123 FOR | WARD TO PROI | DHCT SERVICI | F FOR I | NSPF | CTION |
| | | Y MODIFICATION | | T LOCK SAFET | | | 11401 L | CIION |
| M295 - EVAL | JATE AND RI | EPAIR/SAFETY INSP. | | | | | | |
| | | | | | | | | |
| | | | Comments | | | | | |
| trigger assembly dirty and sticky parts work sluggish, trigger assembly set screws altered replace trigger assembly, check over and test fire under bol t lock program for \$20.00 + shipping | | | | | | | | |
| | | TIMATE (note: C.O.D./Shipping and Han | | | | | | |
| Material | Туре | Description | Qty Needed | Warranty | Qty From Inv | Price | Disc | Amount |
| F26371 | Part | 700 TRIG GUARD ASSEMBLY L/A | 1 | Warranty | 1 | .00 | 0 | .00 |
| F305570B | Part Sarvice | X-MARK PRO 700 TRIG ASSB RH BLA GR-SHIPPING & HANDLING (GUN REI | | Warranty Billable | 1 1 | .00 7.00 | 0 | .00 17.00 |
| 4000114 4000116 | Service Service | GR-LABOR | 20 | Billable | | 1.00 | 0 | 20.00 |
| 4000119 | Service | GR-TEST | 1 | Warranty | 1 | .00 | 0 | .00 |
| | | | | | | | | |
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| | | | | | Sub To | tal: | | 37.00 |
| | | | | | Est Sale | | | 2.22 |
| | | | | | Grand | Total: | | \$39 22 |

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 ,000

Service Request Number SR00061236

WITH YOUR RETURN.

Serial Number / Description

6640448

Model 7007MM

MCKINLEY SMITH **5014 CHAMBER COURT** SPRING HILL, FL 34609 US

Date of Request: 09/10/2013 Date Printed: 09/10/2013

Destination: 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

M240 - BOLT LOCK SAFETY MODIFICATION M295 - EVALUATE AND REPAIR/SAFETY INSP.

Service Request Section

1 GUN FIRES WHEN SAFETY IS MOVED AND TRIGGER BINDS NOT ABLE TO FIRE BY PULLING TRIGGER AND COMPLETE SM P PROGRAM CUSTOMER WANTS TRIGGER GUARD REPLACED WITH METAL ONE.

Parts And Service Details

Material

Description

Qty Needed

Warranty

Amount Disc

Type

T.A. DIRty + Sticky park,
BIND + WO PIL sluggish.
T.D. Set Scieus Altered.
My. T.A. checkower Test
und BCP Coz 20 +

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.

Sub Total: Est Sales Tax:

.00 .00

Grand Total:

\$.00









