

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9570

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
328687	11/25/2013	12/2/2013	12/2/2013				

## Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Donovan	Stack	5907 E. Sprague Rd.	Independence	OH	44131		H 440-465-4075

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S	FSO	Concern:1028	Fired With Safe ON	
C				

Service Request # 66416 - "Gun fired while on safe. SMP bolt lock program". df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	265472	AP	3/1/1967
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	U			

CONCERN: 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

Per Ilion - Quote  
to repair under  
BLM

Repair/Replacement Cost	Repair/Replacement Date
\$29	

12/4/13: Per Ilion - TA dirty & set screws altered. Trigger not returning under sear. Replace TA, check over & test under BLM - quote. df 12/13/13: I called customer about quote & exam. He apprvd & paid w/CC#. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B. TRAVIS
	Exam Date		12/2/2013

Examination	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 243 WIRN HB
	Date Code		AP
	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	BEDDED, LENGTHENED AND BBL CHANNEL OPENED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	

	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY AND TRIG NOT RETURNING UNDER SEAR
	Pull	---Select---	N/A
	Altered	True	SET SCREWS ALTERED
	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.

<b>Repair Number</b> RE00328687	<b>Serial Number / Description</b> 265472 Model 700 Center Fire Caliber: 243	<b>Date Received:</b> 11/25/2013 <b>Estimate Date:</b> 12/03/2013 <b>Date Printed:</b> 12/13/2013
<b>Customer:</b> DONOVAN STACK 5907 E. SPRAGUE ROAD INDEPENDENCE, OH 44131 US		<b>Return To:</b> DONOVAN STACK 5907 E. SPRAGUE ROAD INDEPENDENCE, OH 44131 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.

Reported	Problems Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
M240 - BOLT LOCK SAFETY MODIFICATION	M240 - BOLT LOCK SAFETY MODIFICATION

**Technician Comments:**  
 trigger assembly dirty and set screws altered. trigger not returning under sear. 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

PAID  
12/13/13 df

**Sub Total:** 37.00  
**Est Sales Tax:** 1.85  
**Grand Total:** \$38.85

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com

Parts and Repairs: P:800-243-9700/F:336-548-7801

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.**



241  
AP3/1

<b>Service Request Number</b> SR00066416	<b>Serial Number / Description</b> 265472 Model	<b>Date of Request:</b> 11/04/2013 <b>Date Printed:</b> 11/04/2013								
<b>Customer:</b> DONOVAN STACK 5907 E. SPRAGUE ROAD INDEPENDENCE, OH 44131 US  Email:	<b>Destination:</b> 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.										
<b>Reason For Return</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION										
<b>Service Request Section</b> Gun fired while on safe. SMP bolt lock program.										
<table border="1"><thead><tr><th>Material</th><th>Type</th><th>Description</th><th>Qty Needed</th><th>Warranty</th><th>Price</th><th>Disc</th><th>Amount</th></tr></thead></table>			Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount			
<div>Serial Number: 265472 Model: 700  RE00328687</div> <div><b>RECEIVED</b> DEC 04 2013 BY:.....</div> <div>T.A. dirty + set screws all. ing. not put. under seal. Rep. T.A. check over + rest und. BLP Bon 20 + Q</div>										
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.										
<table><tr><td><b>Sub Total:</b></td><td>.00</td></tr><tr><td><b>Est Sales Tax:</b></td><td>.00</td></tr><tr><td><b>Grand Total:</b></td><td>\$ .00</td></tr></table>			<b>Sub Total:</b>	.00	<b>Est Sales Tax:</b>	.00	<b>Grand Total:</b>	\$ .00		
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