

Remington Arms Co., Inc.  
 Product Service  
 Legal Case #:9394

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
327471	11/13/2013	11/1/2013	11/14/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Phillip	Stark	272 Horseshoe Rd	Morgantown	WV	26508		H 304-680-2636

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S	FSR	Concern:1007	Fired on Safe Release	
C				

11/1/13: I received call from Phillip Stark, he stated that his gun will sometimes fire when he releases the safety. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	N/A	A6393559	XI	12/18/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	RICHARDSON BROWNSVILLE PA	TWO PIECE BASE	N			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
			Remington/700/CF/BA			
Per Ilion, quote to repair BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$27					

11/1/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1557984. jbi 11/15/13: Per Ilion, "trigger assembly dirty, lite rusting and set screws altered. Replace trigger assembly, check over and test fire under bolt lock program for \$20.00 + shipping." jbi 11/15/13: I called and left message requesting approval of quote. jbi 12/16/13: I received call from Phillip Stark, he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/14/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 22-250 REM
	Date Code		XI
	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	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	SOME RUSTING ON METAL UNDER STOCK
	Stock Condition	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---	.005
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,LITE RUSTING WILL FOLLOW DOWN
	Pull	---Select---	6#
			SET SCREWS ALTERED

	Altered	True	SEALANT MISSING
	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> RE00327471	<b>Serial Number / Description</b> A6393559 Model 700 Center Fire Caliber: 22 -250	<b>Date Received:</b> 11/13/2013	<b>Estimate Date:</b> 11/14/2013
		<b>Date Printed:</b> 11/15/2013	
<b>Customer:</b> PHILLIP STARK 272 HORSESHOE RD MORGANTOWN, WV 26508 US		<b>Return To:</b> PHILLIP STARK 272 HORSESHOE RD MORGANTOWN, WV 26508 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	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M240 - BOLT LOCK SAFETY MODIFICATION

**Technician Comments**

trigger assembly dirty,lite rusting and set screws altered.replace trigger assembly,check over and test fire under bolt lock program for \$20.00 + ship ping

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-SHIPPING & 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>	2.22
								<b>Grand Total:</b>	\$39.22

# Remington®

24"  
X I 12/76  
G#  
.005

November 1, 2013

9394

COPY

Phillip Stark  
272 Horseshoe Rd  
Morgantown, WV 26508  
Phone: 304-680-2636

Ref # 9394, Model 700, Serial # A6393559

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. A box will arrive separately.

**Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm.**

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
J.B. Irving  
Consumer Affairs Administrator  
Remington Arms Co, LLC / H&R  
Phone: 336-548-8684  
Fax: 336-548-7872

RECEIVED  
NOV 15 2013

BY:.....

SERIAL  
Number:

A6393559

Model: 700



RE00327471

T.A. dirty, like rusting + set  
SCREWS ALL. Np. T.A. check  
over + TEST und. BLP  
Lon 20 +

Q

# Service Request

**Remington Service**

PO Box 700

Madison, NC 27025-0700

[www.Remington.com](http://www.Remington.com)



ATTN: Product Service

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.**

<b>Service Request Number</b> SR00066236	<b>Serial Number / Description</b> A6393559 Model 700	<b>Date of Request:</b> 11/01/2013 <b>Date Printed:</b> 11/01/2013
<b>Customer:</b> PHILLIP STARK 272 HORSESHOE RD MORGANTOWN, WV 26508 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
<b>Email:</b>	<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.

**Reason For Return**  
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Service Request Section**  
Product Service # 9394. jbi

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	
<p>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.</p>								
						<b>Sub Total:</b>	.00	
						<b>Est Sales Tax:</b>	.00	
						<b>Grand Total:</b>	\$ .00	

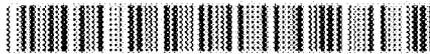
## ARS LABEL REQUEST FORM

DATE:	11/01/2013	Service Request #	SR00066236
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	XXXXXX	email address:	I will mail

<b>Business:</b>	Remington Service PO Box 730 Madison, NC 27025-0700 www.Remington.com
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	PHILIP STARK 372 HOBBSHOG RD MORGANTOWN, WV 26508 US SR00066076  Email:
<b>RETURN ITEM TO:</b>	ILN Arms Services



6XX006 NOV 1, 2013 ALL CURR USD ( OF 1  
 SVC INOCUR NET WT 10.0 LBS  
 TRACKING# 124XXS860858136327  
 REF 1: SR00066236  
 REF 2:

<b>ATTN: Product Service</b>	HANDLING CHARGE 8.00 SINGLE-PIECE PUB RATE CHRG: SVC TYP USD DV 0.00 COD 0.00 RS 0.00 DC 0.00 DOD 0.00 SD 0.00 RH 0.00 PR 0.00 SF 0.00 TOT PUB CHG 10.34 PUB-HANDLING 10.34
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