

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9654

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
331374	12/18/2013	12/10/2013	12/19/2013	12/7/2013			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Dale	Tillinghast	5758 Roaring Run Rd	Gillett	PA	16925		H 570-596-3110 C 607-742-6973

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Hang fired	Concern:1023 Delayed Firing - Firearms	Unknown	
C				

12/10/13: I received call from Dale Tillinghast, he said that he had a hang fire with his rifle. He said, he pulled the trigger and the gun did not go off. He then touched the bolt and the gun fired. No injury. jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	N/A	6376276	ET	10/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	BONITZ BROS HARRISBURG PA	TWO PIECE BASE	N			

## CONCERN: DELAYED FIRING

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 under BLP for \$20.00 + shipping and replace bolt at 50% discount						

Repair/Replacement Cost	Repair/Replacement Date

12/10/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1573935. jbi 12-20-13: Per Ilion, "trigger assembly has a dried and sticky lubrication residue causing parts to work sluggish. replace trigger assembly, check over and test under bolt lock program for \$20.00. fit new bolt to correct headspace at 1/2 cost." jbi 12/27/13: Customer called Consumer Service and approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/19/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		24" 7MM REM MAG SS
	Date Code		ET
	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	Worn; Functioning	SOME UPSET FROM LEAKING PRIMERS
	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	Worn; Not Functioning	X-MAX HEADSPACE
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Not Functioning	FINISH WEAR
	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---	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY PARTS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	4.5#
	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.

Repair Number	Serial Number / Description	Date Received:	12/18/2013
RE00331374	6376276	Estimate Date:	12/19/2013
	Model 700 Center Fire Caliber: 7 MM REM MAG	Date Printed:	12/30/2013

### Customer:

DALE TILLINGHAST  
5758 ROARING RUN RD  
GILLETT, PA 16925 US

### Return To:

DALE TILLINGHAST  
5758 ROARING RUN RD  
GILLETT, PA 16925 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

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

#### Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

### Technician Comments

trigger assembly has a dried and sticky lubrication residue causing parts to work sluggish.replace trigger assembly,check over and test under bolt lock program for \$20.00. fit new bolt to correct headspace at 1/2 cost.

**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
F27341	Part	700 EXTRACTOR RIVET MAGNUM	1	Billable	1	4.00	50	2.00
F28847	Part	700 BOLT ASSB MAX L/A MAG F1	1	Billable	1	140.00	50	70.00
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00
F97322	Part	700 EXTRACTOR MAGNUM	1	Billable	1	13.00	50	6.50
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: 115.50

Est Sales Tax: 6.93

Grand Total: \$122.43

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

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.**

24  
ET10/  
4.  
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<b>Service Request Number</b> SR00070698	<b>Serial Number / Description</b> 6376276 Model 700 Center Fire	<b>Date of Request:</b> 12/10/2013 <b>Date Printed:</b> 12/10/2013
<b>Customer:</b> DALE TILLINGHAST 5758 ROARING RUN RD GILLETT, PA 16925 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
<b>Email:</b>	<b>Email:</b>	

9654

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 #9654. jbi

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:

6376276  
Model: 700



RE00331374

chamber has AN x-max heads, piece condition. can often to rep. Bolt at 1/2 cost to correct.  
T.A. has a dried + stick / cube residue causing parts to work sluggish. rep. T.A. check over test ~~test~~ and BCP for 20+

Q

RECEIVED  
DEC 20 2013

BY: .....

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

# Remington®

December 10, 2013

Dale Tillinghast  
5758 Roaring Run Rd  
Gillett, PA 16925  
Phone: 607-742-6973

Ref # 9654, Model 700, Serial # 6376276

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

*I am the proud owner of 4-700's  
3 870's I had a 243 600 but I must  
have loaned it to someone can't find it I've  
been very happy with all of them Thank you  
Dale*

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

## ARS LABEL REQUEST FORM

DATE: 12/10/2013	Service Request #: SR00070698
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: [REDACTED]	email address: [REDACTED]

### Business:

Remington Service  
 PO Box 700  
 Madison, NC 27025-0700  
[www.Remington.com](http://www.Remington.com)

## LABEL INFORMATION

### MAIL LABEL TO:

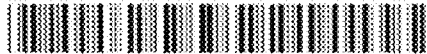
DALE TILLINGHAST  
 5755 ROARING RUN RD  
 GILLETTE, PA 16925 US  
 SR00070698

Email:

### RETURN ITEM TO:

ILN

Arms Services



41X595 DEC 10, 2013 ALL CURR USD 1 OF 1  
 SVC GNDCCN 201 WT 10.0 LBS  
 TRACKING# 124XX53600066000004  
 REF 1:SR00070698  
 REF 2:

HANDLING CHARGE 0.00		SVC 1/P USD
SINGLE-PIECE PUB RATE CHRG:		
SV 0.00	DD 0.00	RS 0.00
CC 0.00	DD 0.00	SD 0.00
AM 0.00	PK 0.00	SP 0.00
TOT PUB CHG 0.00		PUB+HANDLING 0.00

ATTN: Product Service

