

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9287

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
323442	10/9/2013	10/10/2013	10/10/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Trader Bill's Outdoor Sports	Trader Bill's O	1530 Albert Pike	Hot Springs	AR	71913			H 501-623-8403 E recv@traderbills.com

## Incident Information

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

Per SR00063277 Service Request Section, "the firearm was taken off safety and fired." jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	29694	S6239016	ON	7/28/1993
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC	TWO PIECE BASE	U			

CONCERN: FSR

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, check over and test fire at 50% discount						
Repair/Replacement Cost	Repair/Replacement Date					

10/16/13: Per Ilion, "trigger assembly set screws altered. Trigger not returning properly. Replace trigger assembly, check over and test fire at 1/2 normal cost." jbi 10/17/13: I called and spoke with Angel Toland with Trader Bill's, she is going to check with customer and call me back with decision on quote. I received call from Trader Bill's, approved quote with credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/10/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 300 WIN MAG SS
	Date Code		ON
	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	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		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY
	Pull	---Select---	2#
			SET SCREWS ALTERED

	Altered	True	SEALANT CHANGED
	Sub-Assembly	M/700 Non-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>	<b>Serial Number / Description</b>	<b>Date Received:</b>
RE00323442	S6239016	10/09/2013
	Model 700S RIFLE Caliber: 300 WIN MAG	<b>Estimate Date:</b> 10/10/2013
		<b>Date Printed:</b> 10/17/2013

**Customer:**

TRADER BILL'S OUTDOOR SPORTS  
1530 ALBERT PIKE  
HOT SPRINGS, AR 71913 US

**Return To:**

TRADER BILL'S OUTDOOR SPORTS  
1530 ALBERT PIKE  
HOT SPRINGS, AR 71913 US

**Please Circle One:**

VISA MC DISCOVER Card No. \_\_\_\_\_ Exp.Date \_\_\_\_\_

Opn 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  
M992 - TRIGGER

**Found**

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments**

trigger assembly set screws altered.trigger not returning properly.replace trigger assembly,check over and test fire at 1/2 normal 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
F305571B	Part	700 X-MARK PRO TRIG ASSB RH SILVER (OS)	1	Billable	1	97.00	50	48.50
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

**Sub Total:** 77.00

**Est Sales Tax:** 3.56

**Grand Total:** \$80.56

# Service Request

Remington Service  
PO Box 711



24"  
ON 7/9  
24  
.015

Part and Repair: 800-243-7777 FAX: 800-243-7777  
www.Remington.com  
This document is a summary of your request for service. Please review the document for accuracy and to ensure 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 SR00000000	Serial Number / Description MISSING Model 700S RIFLE Chamber 30.06	Date of Request: 10/01/2013 Date Printed: 10/01/2013														
Customer: TRADER BILL'S OUTDOOR SPORTS 111 ALBERT PIKE HOT SPRINGS, AR 71913 US		Destination: Arms Services 14 Hoefer Ave Troy, NY 12180 US														
Email: REOV@TRADERBILL'S.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 M191 - TRIGGER																
Service Request Section THE FIREARM WAS TAKEN OFF SAFETY AND FIRED.																
<table border="1"> <thead> <tr> <th>Parts And Service Details</th> <th>Description</th> <th>Qty Needed</th> <th>Warranty</th> <th>Price</th> <th>Disc</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Material</td> <td>Type</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>			Parts And Service Details	Description	Qty Needed	Warranty	Price	Disc	Amount	Material	Type					
Parts And Service Details	Description	Qty Needed	Warranty	Price	Disc	Amount										
Material	Type															
Serial Number: S6239016 Model: 700S  RE00323442		RECEIVED OCT 16 2013 BY:.....														
		Trig. ASSM. sets screws a/h. Trig. not Ret. properly. Rep. T.A. check over test at 1/2 cost.														
THIS IS NOT A QUOTE. This is a pre-estimate to repair, recondition, or replace the																
Sub Total: .00 Est Sales Tax: .00 Grand Total: \$ .00																

**Trader Bill's Outdoor Sports**  
1530 Albert Pike Rd.  
Hot Springs, AR 71913  
(501) 623-8403 ext. #218  
Fax: (501) 623-8505  
Toll Free 1-866-664-1518  
[recv@traderbills.com](mailto:recv@traderbills.com)

**Date Shipped: 10/1/2013**  
**Date Returned:**  
**Tracking No: 1Z 4XX 596 90 6526 6621**

**Shipping Cost: Call Tag**

**ATTENTION: Warranty/Repair**

**To: Remington Arm Services**

We are shipping: (1) Remington 700 Serial #S6239016

**For the following reason please repair:**

- ☐ Received defective merchandise
- ☐ Exchanged with new product as a customer proved defective under warranty
- ☒ Returned by customer
- ☐ Other

**Please make adjustments in the following manner:**

- ☐ Replace with new merchandise
- ☒ Repair and return merchandise
- ☐ Other: Please credit our account.
- ☐ Incorrectly ordered

**Under Warranty: When the safety is taken off the gun fires.**

**Thank you,**  
Angel Toland  
Shipping/Receiving  
Warranty Claims

If there are any questions, feel free to contact us.

NOTE:









