

Remington Arms Co., Inc.
Product Service
Legal Case #:9440

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
327756	11/14/2013	11/8/2013	11/15/2013	11/3/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Shawn	Tuff	102 Shacksbush Rd	Bernhards Bay	NY	13028		C 315-727-0850

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Unexplained Discharge - Safe off	Concern:1006	Unexplained Discharge Safe OFF	Unknown
C				

11/7/13: I received call from Shawn Tuff, he said that on 3 different occasions, he would push safety off and trigger would not move. When he attempts to put safety back on the gun fires. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	26033	E6679751	DU	9/6/2000 8:04:50 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT (MT) CORPORATION		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
Per Ilion, replace trigger assembly and repair as needed at 50% discount						
	Repair/Replacement Cost	Repair/Replacement Date				

11/8/13: Sending ARS, letter, and SR paperwork. jbi 11/18/13: Per Ilion, "trigger assembly is contaminated with a dried and sticky lubrication residue causing parts to bind and work sluggish. Can offer to replace trigger assembly, check over and test fire at 1/2 normal cost." jbi 11/19/13: No answer at phone number in file. jbi 11/21/13: No answer at phone number in file. jbi 11/22/13: I called Shawn Tuff, he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/15/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		DU
	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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	

	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	HAS A DRIED LUBE RESIDUE,PART BIND AND WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	5.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-Bolt Lock	

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com

Estimating Report

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

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 RE00327756	Serial Number / Description E6679751 Model 700 Center Fire Caliber: 270 WIN	Date Received: 11/14/2013 Estimate Date: 11/15/2013 Date Printed: 11/19/2013
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Customer:

SHAWN TUFF
102 SHACKSBUSH RD
BERNHARDS BAY, NY 13028 US

Return To:

SHAWN TUFF
102 SHACKSBUSH RD
BERNHARDS BAY, NY 13028 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 is contaminated with a dried and sticky lubrication residue causing parts to bind and work sluggish.can offer to replace trigger asse mbly,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
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (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: 5.39

Grand Total: \$82.39

Remington®

22"
Du 9/2000
5.5"
.015

November 8, 2013

Shawn Tuff
102 Shacksbush Rd
Bernhards Bay, 13028
Phone: 315-727-0850

#9440

COPY

Ref # 9440, Model 700, Serial # E6679751

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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 18 2013

BY:

Serial
Number:

E6679751

Model: 700



RE00327756

T.A. is contaminated w/ dried +
sticky lube residue causing
pant to bind + work slow.
can offer to rep. T.A. checker
+ test 1/2 cost

Q

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 34176

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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 WITH YOUR RETURN.**

Service Request Number SR00066956	Serial Number / Description E6679751 Model 700 RIFLE Caliber: 270	Date of Request: 11/08/2013 Date Printed: 11/08/2013
Customer: SHAWN TUFF 102 SHACKSBUSH RD BERNHARDS BAY, NY 13028 US	Destination: Arms Services 14 Hoefer 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

Service Request Section

Product Service # 9440. jbi

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

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: .00

Est Sales Tax: .00

Grand Total: \$.00

ARS LABEL REQUEST FORM

DATE: 11/08/2013	Service Request # 5R00066936
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: evngib	email address: I will mail

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	SHAWN TUFF 102 SHACKBUSH RD BERNHARDS HAV, NY 13025 US SR00066936 Email:
RETURN ITEM TO:	ILN Arms Services



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4XX596      NOV 8, 2013      ALL CORR USD      1 OF 1
SVC INDCOR      ACT WT 10.0 LBS
TRACKING# 174XX5963067351832
REF 1:5R00066936
REF 2:

HANDLING CHARGE 0.00      SVC 1/P USD
SINGLE-PIECE PLR RATE CHRG      RO 0.00
DY 0.00      COD 0.00      SD 0.00
DC 0.00      COD 0.00      SP 0.00
RR 0.00      PR 0.00
TOT PLS CHG 0.00      SUB-HANDLING 0.00
    
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ATTN: Product Service







