

Remington Arms Co., Inc.
Product Service
Legal Case #:9058

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
321344	9/17/2013	7/23/2013	9/25/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charlie	Turco	8810 Crazy Horse Trail	Houston	TX	77064		C 832-740-0909

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD deer blind	Cause:4006	Altered Adjustments or Components	Unknown	
S FBC	Concern:1008	Fired on Bolt Closing		
C				

7/22/13: Per VM from customer, last deer season the rifle fired as he was closing the bolt, shooting a hole in his deer blind. jbi 7/23/13: I called customer back. He stated that he found information on the internet about the M/700. Incident happened in Dec. 2012, he did not have exact date. No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27476	F6266639	CX	4/4/2003 12:41:22 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	GANDER WAREHOUSE #1/Leban	SCOPE BASE,BOTTOM HALF RINGS	Y

CONCERN: FBC

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
Offer to replace trigger assembly and check over at 50% discount						

Repair/Replacement Cost	Repair/Replacement Date

7/23/13: Mailing ARS, letter, SR paperwork to customer. Box order# 1522620. jbi 9/20/13: Emailed Ilion to repair at a 50% discount. jbi 9/25/13: I called Charlie Turco and explained our repairman's findings and quoted repair at \$82.20. Mr. Turco said that he purchased the rifle new at Gander Mountain and has never adjusted the trigger. He kept referring to the CNBC show and said that it should not be a charge. As a goodwill gesture I had shipping and testing charges removed. I tried to call him, but no answer. He called me back and approved with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/18/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 270 WIN
	Date Code		CX
	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	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED SEALANT MISSING
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF RINGS

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

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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.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

Customer:

CHARLIE TURCO
8810 CRAZY HORSE TRAIL
HOUSTON, TX 77064 US

Item Return To:

CHARLIE TURCO
8810 CRAZY HORSE TRAIL
HOUSTON, TX 77064 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.

Repair Number
RE00321344

Serial Number / Description
F6266639
Model 700 RIFLE Caliber: 270WIN

Date Received: 09/17/2013
Estimate Date: 09/25/2013
Date Printed: 2/10/2014

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

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
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Billable	1	97.00	50	48.50
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	100	.00
4000119	Service	GR-TEST	1	Billable	1	23.00	100	.00

PAID

9/25/13

Sub Total: 48.50

Est Sales Tax: 3.27

Grand Total: \$51.77

Remington®

2211
644/03
3#
014

July 23, 2013

Charlie Turco
8810 Crazy Horse Trail
Houston, TX 77064
Phone: 832-740-0909

COPY

Ref # 9058, Remington Model 700, Serial # F6266639

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
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
SEP 20 2013

BY:.....

Number: F6266639

Model: 700



RE00321344

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 SR00057381	Serial Number / Description F6266639 Model 700 RIFLE Caliber: 270	Date of Request: 07/23/2013 Date Printed: 07/23/2013
Customer: CHARLIE TURCO 8810 CRAZY HORSE TRAIL HOUSTON, TX 77064 US	Destination: Arms Services 14 Hoefler 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 case 9058

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				

MODEL 700™ ADL SYNTHETIC
BOLT ACTION CENTERFIRE RIFLE
22" BARREL 270 WIN

ASK FOR THE PACKING CARTON

- INSTRUCTION BOOK 3509

201207 LOCK KEY ASSEMBLY (2)

1W FORM 1444

Conf. 855462
1/83 ANDREW

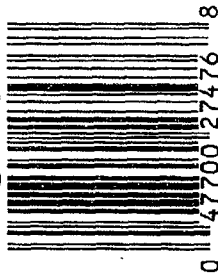
owner registration sticker



proof of purchase



UPC



ORDER NO. 27476
BARREL LENGTH 22"
CAPACITY 5

F6266639

Remington®

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AND TRADEMARK OFFICE BY REMINGTON ARMS COMPANY, INC.

PRINTED IN U.S.A.

FORM RD 7055, ORIG. 301

ARS LABEL REQUEST FORM

DATE:	07/23/2013	Service Request #	SR00057381
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	irvingjb	email address:	I WILL MAIL

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:	CHARLIE TURCO 8810 CRAZY HORSE TRAIL HOUSTON, TX 77064 US SR00057381 Email:
RETURN ITEM TO:	ILN Arms Services



ATTN: Product Service

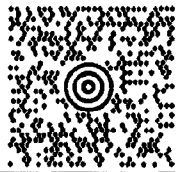
CHARLIE TURCO
8810 CRAZY HORSE TRAIL
HOUSTON TX 77064

10 LBS

1 OF 1

RS

SHIP TO:
PRODUCT SERVICE
ARMS SERVICES
14 HOEFLER AVE
ILION NY 13357

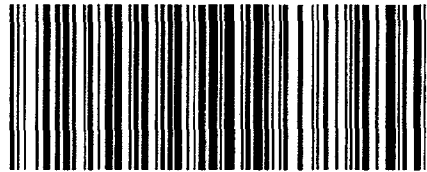


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6578 4142



BILLING: 3RD PARTY
DESC: Repair - ADULT SIGNATURE REQ'D
RETURN SERVICE

REF 1:SR00067381

WB 16.0.16 Zebra ZP 6er 42.0A 07/2013



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4XX596 JUL 23, 2013 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065784142
REF 1:SR00067381
REF 2:

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs: SVC T/P USD
DV 0.00 COD 0.00 RS 0.60
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 12.98 PUB + HANDLING 12.98



