

Remington Arms Co., Inc.
Product Service
Legal Case #:9109

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
317958	8/12/2013	8/13/2013	8/13/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Greg	Tyrrell	4919 Mary Jane Way	San Jose	CA	95124		H 408-595-4191 E jeri_tyrrell@msn.com

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				

Per SR00058779 Service Request Section, "Gun went off going from safe to fire." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	N/A	A6356293	DI	9/20/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	WHITNEY SPTG GDS DENVER COLO	SCOPE BASE,RINGS	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 assembly, clean, and test fire under bolt lock program for \$20.00 + shipping.						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$66					

8/14/13: Per Ilion, "trigger assembly set screws altered, ejector is binding in the bolt. Replace trigger plate assembly, repair ejector, clean and test fire under bolt lock program for \$20.00 + shipping." Called Greg Tyrrell with quote. He said he will call back with credit card. Customer called and approved with credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/13/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 7MM REM MAG
	Date Code		DI
	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	EJECTOR IS BINDING, WILL NOT RETRACT FULLY
	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		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,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

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 RE00317958	Serial Number / Description A6356293 Model 700 Center Fire Caliber: 7 MM REM MAG	Date Received: 08/12/2013 Estimate Date: 08/13/2013 Date Printed: 08/14/2013						
Customer: GREG TYRRELL 4919 MARY JANE WAY SAN JOSE, CA 95124 US	Return To: GREG TYRRELL 4919 MARY JANE WAY SAN JOSE, CA 95124 US							
Please Circle One: VISA MC DISCOVER Card No. _____ Exp. Date _____ Open Account: R _____ PO Number: _____								
Approval Signature: _____ Date: _____ Daytime Phone: (____) _____ Time to Call: _____								
<input type="checkbox"/> 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 set screws altered, ejector is binding in the bolt. replace trigger plate assembly, repair ejector, clean and test fire under bolt lock program for \$20.00 + shipping								
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-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:						37.00		
Est Sales Tax:						.00		
Grand Total:						\$37.00		

frmREnquiry - Repair Inquiry

Repair Number: **RE00317958** Serial: A6356293 Model 700 Center Fire Caliber: 7
MM REM MAG Produced: 09/20/1976 SKU: 20000 Repairman: _____
Verify Repair **9109** Status: New 6/17/2013 11:10:09 AM

ADDRESS INFORMATION

Customer	Received from	Return To	Received from
Name: GREG TYRRELL		GREG TYRRELL	
Address 1: 4919 MARY JANE WAY		4919 MARY JANE WAY	
Address 2: _____ PO Box: _____		_____ PO Box: _____	
City: SAN JOSE		SAN JOSE	
State: CA Zip Code: 95124 Country: US		CA Zip Code: 95124 Country: US	

FFL: _____ 01011900

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing |

Contact Information	Received Condition	Accessories Received												
Phone: _____	Good	<table border="1"> <thead> <tr> <th>Code</th> <th>Desc</th> <th>Qty</th> </tr> </thead> <tbody> <tr> <td>A007</td> <td>With Stud</td> <td>2</td> </tr> <tr> <td>A016</td> <td>Scope Base</td> <td>1</td> </tr> <tr> <td>A017</td> <td>Scope Rings</td> <td>2</td> </tr> </tbody> </table>	Code	Desc	Qty	A007	With Stud	2	A016	Scope Base	1	A017	Scope Rings	2
Code	Desc	Qty												
A007	With Stud	2												
A016	Scope Base	1												
A017	Scope Rings	2												
Fax: _____	Condition Notes: _____													
Email: jen_tyrrell@msn.com	CSR Notes: Gun went off, going from safe to fire.													
Comments: _____														

Repair Search Refresh Close

24"
DE 9/76
3.54
1008

Travisbw - ILN/Prod

frmRepairMain

DMJ506CHW7L

Tuesday, Aug 13 2013

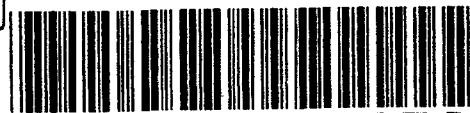
4:58 AM

7:10 AM
8/13/2013

Serial Number:

A6356293

Model: 700



RE00317958

RECEIVED
AUG 14 2013

BY:.....

T.A. set screws A14.
Eject. Binding in Bolt.
Rep. TRA, clean + test
and BCP for 20 +

Q

