

Remington Arms Co., Inc.  
Product Service  
Legal Case #:3707

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
173632	8/24/2009	8/25/2009	9/25/2009				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Brent	Kampmann	6003 W 157th Terrace	Overland Park	KS	66223		H 913-269-3535 E brkampmann@everestkc.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fires on safe release	Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release		Unknown
C				

9/1/09 Per letter with rifle, the trigger on this rifle has actuated when simply flipping the safety into the fire position. The trigger was not depressed at those times. The trigger pull weight varies greatly from one firing to the next also. This is the new X-Mark trigger and does not seem to be functioning correctly.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WSM	26311	S6540548	EZ	10/17/2005 10:24:59 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS INC		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 TPS, check, set trigger to min factory specs at n/c						

Repair/Replacement Cost	Repair/Replacement Date
62.25	9/1/2009

9/1/09 Could not duplicate concern. Replace TPA, check over, set trigger pull to min factory specs at n/c.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		8/25/2009

Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	HAS BEEN IN 4 TIMES FOR REPAIR
Barrel	Description		24" 300 WSM
	Date Code		EZ
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 X-MARK PRO
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2.25#
	Altered	True	
	Sub-Assembly	X-Mark Pro	

### Repair Inquiry

Repair Number: **RE00173632**      Serial: 56540548 Model 700 Center Fire Caliber: 300 WSM Produced: 10/17/2005      Repairman: **Bruce Travis**  
 Verify Repair      Status: **Repairing 8/25/2009 6:00:21 AM**

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#### Address Information

Customer: **BRENT KAMPMANN**      Received From: **BRENT KAMPMANN**      Return To: **BRENT KAMPMANN**      Received From: **BRENT KAMPMANN**

Address 1: **6003 W 157TH TERRACE**      Address 2: **6003 W 157TH TERRACE**      PO Box:       PO Box:

City: **OVERLAND PARK**      State: **KS**      Zip Code: **66223**      Country: **US**      State: **KS**      Zip Code: **66223**      Country: **US**

FFL:

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Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
8/24/2009 2:32:5	New	VALENTDS	Repair Added	
8/24/2009 2:34:5	Update	VALENTDS	Repair information change	
8/24/2009 2:35:3	Expedite	VALENTDS	From: Check In	To:
8/25/2009 4:59:0	Expedite	Travisbw	From: Product Services	To: Repair Be
8/25/2009 5:01:0	Estimate	Travisbw	Estimate Update	Status: PartsH
8/25/2009 6:00:2	Repairing	System	Immediate SAP Allocation	

☐ Shipping Hold  
☐ InterFace Hold  
☐ Estimate Sent  
☒ Parts Received  
☐ Passed Inspection  
☐ Return As Received  
☐ Has been Approved  
☐ Internal Repair

**Current Status**  
 Repairing  
 8/25/2009 6:00:21 AM  
 System  
 Repair Bench  
 Repair Location  
 ILN  
 Current Location  
 ILN  
 Transfer Number

**Repair Search**      **Refresh**      **Close**

1  
35.25  
27.-  
-----  
62.25

RECEIVED  
AUG 26 2009  
BY:.....

3707


 24"  
 EZ 10/05  
 2.25"  
 010

## Factory Repair Form

Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 700		Serial Number: S6540548	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Brett Kampmann		Date of Purchase: 2007?	
Address (no PO Boxes): 6003 W. 157th Terrace			
City: Overland Park		State: KS	Zip: 66223
Phone (Daytime): 913-269-3535		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) brkampmann@everestkc.net			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b> The trigger on this rifle has actuated when simply flipping the safety into the fire position. The trigger was not depressed at those times. The trigger pull weight varies greatly from one firing to the next also. This is the new X-Mark trigger and does not seem to be functioning correctly. Please Advise.  Thank You. Brett Kampmann  <i>could not duplicate concern          replace TPA, check over, set          T. Pull to min factory specs.          AT N/C</i>			
160 characters left			
<b>Ammunition Information:</b>			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
<b>Handload Information:</b>			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
<b>Firearms Care (Cleaning and Lubrication):</b>			
Brand of cleaning solution used:			
How often do you clean the bore? (Months or Number of rounds)			
How often do you clean the action? (Months or Number of rounds)			
How often do you clean the trigger assembly? (Months or Number of rounds)			

Brand of lubricant used:
How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/>
YES <input type="checkbox"/> NO <input type="checkbox"/>
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>

**WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. MUST SEND SPENT SHELLS PLEASE SEND THEM IN A 1 ZIP CODE), TELEPHONE AND MODEL AND SERIAL**

Serial Number:

**S6540548**

Model: **700**



**RE00173632**

Shipping and handling. Preferably,  
1.)  
mage.  
c. Shipments without a proper

Remington is not responsible for  
insurance from your carrier.

u C.O.D. (To avoid C.O.D. Charges, please include your credit

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

