

Remington Arms Co., Inc.
Product Service
Legal Case #:4512

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
194503	4/21/2010	4/26/2010	4/26/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Paul	Muhlhausen	244 Walnut St	Myrtle Creek	OR	97457		H 541-863-4907

Incident Information

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

4/28/10 Per letter with rifle, the firing pin goes off a large percentage of time when the safety selector is moved from safe to fire. It has failed as frequently as 25% of the time. It doesn't matter if the trigger is depressed when in the safe position or not. Also notated: there are a couple of bare spots on his bolt handle and the underside of the muzzle that were there when he bought it.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84461	S6692878	PD	6/19/2009 8:17:28 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
1/18/2010	ACUSPORT (OH) CORPORATION		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
Per Ilion, replace TPA with XMark						
Pro at n/c under warranty						

Repair/Replacement Cost	Repair/Replacement Date
111.16	4/28/2010

4/28/10 Per Ilion, could not duplicate concern. To restore confidence in rifle, replace TPA with an adjustable X-Mark Pro trigger assm at no charge under warranty.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/26/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 308 WIN VTR
	Date Code		PD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD 40X SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	40x TPA
	Pull	---Select---	2#
	Altered	False	
	Sub-Assembly	Other Remington	

4512

PD 4/09
26"
2#
013

Remington.

Factory Repair Instructions

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

Model Number: <u>MODEL # 700 XGR ^{LONG RANGE} TACTICAL</u>		Serial Number: <u>56692878</u>
Are you the original owner?: ☒ YES ☐ NO <u>RIFLE WAS A GIFT TO ME</u>		
Name: <u>PAUL MUHLHAUSEN</u>		Date of Purchase: <u>1/18/2010</u>
Address (no PO Boxes): <u>244 WALNUT STREET</u>		
City: <u>MYRTLE CREEK</u>	State: <u>OREGON</u>	Zip: <u>97457</u>
Phone (Daytime): <u>(541) 863-4907</u>	Fax: <u>0</u>	
E-mail Address: <u>0</u>		
☒ I would like to receive future e-mail updates from Remington.		
Please describe your problem: <u>THE FIRING PIN GOES OFF A LARGE PERCENTAGE OF THE TIME WHEN THE SAFETY SELECTOR IS MOVED FROM SAFE TO FIRE. IT HAS FAILED AS FREQUENTLY AS 25% TO 30% OF THE TIME. IT DOESN'T MATTER IF THE TRIGGER IS DEPRESSED WHEN IN THE SAFE POSITION OR NOT. I REQUEST THAT YOU INSTALL AN X-MARK PRO TRIGGER SINCE YOUR 2009 CATALOG CLAIMS THAT ALL M700S AND M75 WOULD BE AVAILABLE WITH THE X-MARK PRO TRIGGER IN 2009.</u>		
Ammunition Information:		
Manufacturer: <u>GUN HAS NOT BEEN FIRED</u> Type: <u>0</u>		
Other (i.e. bullet weight/type, shot size, powder): <u>0</u>		
Handload Information:		
Powder Used: <u>GUN IS UNFIRED</u>	Powder Weight: <u>0</u>	
Case/Hull Used: <u>0</u>	Primer Used: <u>0</u>	
Bullet Type/Shot Size: <u>0</u>	Reloader Used: <u>0</u>	
Firearms Care (Cleaning and Lubrication):		
Brand of cleaning solution used: <u>VARIOUS / Butch's / Sweet's / MARKS MAN'S CHOICE</u>		
How often do you clean the bore? (Months or Number of rounds) <u>every time I shoot / GUN UNFIRED</u>		
How often do you clean the action? (Months or Number of rounds) <u>FREQUENTLY (every 10-20 ROUNDS)</u>		
How often do you clean the trigger assembly? (Months or Number of rounds) <u>every few MONTHS</u>		
Brand of lubricant used: <u>VARIOUS / CLP / EEZOX / Super Lube etc. / Tetra grease for</u>		

could not duplicate concern.
To restore confidence in rifle
replace TPA with an adjustable
xmp TA. at x/c
manufacturer

Back of locking key

SUCKS.

99 & ONE)
(STANDARD)
(EQUIPMENT)
Page 19

Serial Number: S6692878

Model: 700



RE00194503

Roseburg Gun Shop
2405 30th Diamond Lake Blvd. E.
Roseburg, OR 97470
541-673-4537

Mon-Fri 8:00a - 5:30
Sat 9:00a - 03:00p

JERRY A. 1/18/2010 12:18:33 PM

BEVERLY MUHLHAUSEN

R/A - SPECIAL ORDER # S012158178
BEVERLY MUHLHAUSEN

R/A AMOUNT	1300.00
Cash	1300.00

SERIAL #
\$6692878

TRAN# 78179 STR# 001 REG# 1

ACU REMINGTON 700 XCR # 84461 \$1300

PS 10906

Repair Number: RE00194503	Serial: S6632879 Model: 700 Center Fire Caliber: 308 WIN Produced: 06/19/2009	Repairman: Mike Lawson	Status: Repairing 4/26/2010 10:48:41 AM																																					
Verify Repair: ☐																																								
Address Information																																								
Customer: ☐ Received From		Return To: ☐ Received From																																						
Name: PAUL MUHLHAUSEN		PAUL MUHLHAUSEN																																						
Address 1: 244 WALNUT STREET		244 WALNUT STREET																																						
Address 2: PO Box:		PO Box:																																						
City: MYATLE CREEK		MYATLE CREEK																																						
State: OR Zip Code: 97457		State: OR Zip Code: 97457																																						
County: US		County: US																																						
FFL: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐																																								
Contact / Condition		Problems	Estimate	History / Status	Shipping / Billing																																			
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> </tr> </thead> <tbody> <tr><td>4/21/2010 11:28</td><td>New</td><td>valentds</td><td>Repair Added</td></tr> <tr><td>4/23/2010 1:25</td><td>Expedite</td><td>pencil</td><td>From: Check In</td></tr> <tr><td>4/26/2010 8:14</td><td>Maint</td><td>travisbw</td><td>Repair Maintenance</td></tr> <tr><td>4/26/2010 10:46</td><td>Estimate</td><td>lawsonmj</td><td>Estimate Update</td></tr> <tr><td>4/26/2010 10:48</td><td>Repairing</td><td>System</td><td>Immediate SAP Allocation</td></tr> <tr><td>4/26/2010 11:06</td><td>Estimate</td><td>lawsonmj</td><td>Estimate Update</td></tr> <tr><td colspan="4" style="background-color: #cccccc; height: 20px;"></td></tr> <tr><td colspan="4" style="background-color: #cccccc; height: 20px;"></td></tr> </tbody> </table>		Date	Code	User ID	Desc1	4/21/2010 11:28	New	valentds	Repair Added	4/23/2010 1:25	Expedite	pencil	From: Check In	4/26/2010 8:14	Maint	travisbw	Repair Maintenance	4/26/2010 10:46	Estimate	lawsonmj	Estimate Update	4/26/2010 10:48	Repairing	System	Immediate SAP Allocation	4/26/2010 11:06	Estimate	lawsonmj	Estimate Update									☐ Shipping Hdd ☐ Interface Hdd ☐ Estimate Sent ☒ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair		Current Status Repairing 4/26/2010 10:48:41 AM lawsonmj Repair Bench Repair Location ILN Current Location ILN Transfer Number
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Previous Next																																								
Repair Search		Refresh		Close																																				

Unhappy customer!

$$\begin{array}{r} 27.00 \\ 15. \text{---} \\ 33.64 \\ 25.52 \\ \hline 111.16 \end{array}$$

RECEIVED
APR 27 2010

BY: _____