

Remington Arms Co., Inc.
Product Service
Legal Case #:4890

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217525	1/5/2011	10/28/2010	1/6/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bill	Bennett	37230 Fruitland Mesa Rd	Crawford	CO	81415		H 970-921-3971 E billnsally@outdrs.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C	FBC			

10/28/10: Customer called in. He stated that some time ago he had FBC with this rifle. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/6MM REM	n/a	6401351	BU	1/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	WHITNEY CO DENVER COLO		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
Per Ilion - Quote to repair under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$45.40	1/17/2011				

10/28/10: Sending ARS, ltr, form. df 1/17/11: Per Ilion - Could not duplicate concern. TA is dirty & sticky & set screws altered. Replace TA, clean & test fire under BLM program - quote. I tried to contact customer but his phone was not working. I emailed the quote to him for review & asked him to contact us. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/6/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4890&Type=Case>

1/17/2011

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 6MM REM
	Date Code		BU
	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		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY MIN TRIG RETURN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

QUOTATION**Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

www.remington.com info@remington.com**ESTIMATING****REPORT**

Parts/Repairs 800-243-9700
 Fax 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 (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00217525 Account # - R-	Description/Serial Number 6401351	Date Received - 1/5/2011 Estimate Date - 1/7/2011 Current Date - 1/17/2011
Customer BILL BENNETT 37230 FRUITLAND MESA RD CRAWFORD, CO 81415 US	Return To BILL BENNETT 37230 FRUITLAND MESA RD CRAWFORD, CO 81415 US	
Phone (H) (970)-921-3971 Phone (W)	Fax Email	

Please Circle One
 VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
 PO Number _____
 Daytime Phone (____) _____ Time To Call _____ Open Acct. R _____
 Approval: Customer Signature _____ Date _____
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
 Notice: We process checks electronically through Check 21

Reported		Problems Found	
M100	SEE CUSTOMERS LETTER	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Technician's Comments

ProblemNotes could not duplicate concern.trigger assm is dirty and sticky,set screws altered.replace trigger plate assm,clea and test fire under bolt lock program for \$20.00 + shipping

Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote						
Material #	Material Description	Qty	Warranty Y/N	Price/Unit	Discount Percent	Extended Amt
Part						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	Y	\$94.00	0%	\$0.00
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00
Sub Total:						\$37.00
Est. Sales Tax:						
Grand Total:						\$37.00

Fulcher, Dell Marie

From: postmaster@remington.com
To: billnsally@outdrs.net
Sent: Monday, January 17, 2011 4:38 PM
Subject: Relayed: Message relayed (billnsally@outdrs.net)

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

billnsally@outdrs.net

Subject:

4890

COPY

22"
Bu 1/71
2#
1009

October 28, 2010

Bill Bennett
37230 Fruitland Mesa Rd
Crawford, CO 81415
Ph: 970-921-3971

Ref: # 4890, Serial# 6401351

Dear Mr. Bennett,

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

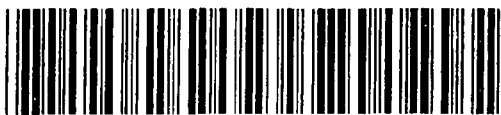
Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the boxes with the name "Supry". Mr. Supry will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

Serial Number: 6401351

Model: 700



RE00217525

could not duplicate concern
T.A. is dirty & sticky + set
screws altered. Replace TPA,
clean + test fire under
BLP for \$20.00 + ship

Quote

RECEIVED
JAN 10 2011

BY:.....

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

6mm

credit card #
Visa 4645 7301 4991 6115

exp. 11/11
Factory Repair Form



Return to Previous Page

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

Model Number: <u>700</u>	Serial Number: <u>6401351</u>
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>Bill Beane</u>	Date of Purchase: <u>Late 70's early 80's</u>
Address (no PO Boxes): <u>37230 Fruitland Mesa Road</u>	
City: <u>Crawford</u>	State: <u>CO</u> Zip: <u>81415</u>
Phone (Daytime): <u>970-921-3971</u>	Fax: <u>none</u>
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>billbeane@outdoors.net</u>	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: <u>No problem - want the satty modified</u>	
500 characters left	
Ammunition Information:	
Manufacturer: _____	Type: _____
Other (i.e. bullet weight/type, shot size, powder): _____	
Handload Information:	
Powder Used: <u>A4831 c.s. Varget</u>	Powder Weight: <u>42gr - 38.5gr</u>
Case/Hull Used: <u>Rem</u>	Primer Used: <u>c.c.f</u>
Bullet Type/Shot Size: <u>90gr</u>	Reloader Used: <u>RCBS</u>
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: <u>Sweet's 7.52</u>	
How often do you clean the bore? (Months or Number of rounds) <u>after each use</u>	
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: <u>WD-40</u>	
How often do you lubricate the bore? (Months or Number of rounds) <u>after each use</u>	
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) <u>1-2 times / yr</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/>
YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>11-12-08</u>
What were the services performed? _____
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<p>Ⓢ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: 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.</p>

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Other Sites





www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	10/28/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 4890 Rifle S# 640135			

LABEL INFORMATION

MAIL LABEL TO: Bill Bennett 37230 Fruitland Mesa Rd Crawford, CO 81415 Ph: 970-921-3971
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4X595 OCT 29, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969065082847
REF 1: BILL BENNETT/CD/DMF
REF 2: 4890/RIFLE/640135

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
PH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.59	PUB HANDLING	10.59

