

Remington Arms Co., Inc.
Product Service
Legal Case #:5106

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213394	12/8/2010	11/16/2010	12/9/2010	11/12/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bill	Buerky	18588 Hwy Y	Jamestown	MO	65046		H 660-849-2148 E william.buerky@modot.mo.gov

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			

11/16/10: Customer called in. He was shooting rifle in 11/12/10 and had a FBC. He bought gun used. No damage - No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	26915	T6201941	XN	12/13/1993
Date Purchased	Where Purchased	Accessories	Original Owner			
3/22/1996	SIMMONS GUN SPECIALTIES INC	AFT MKT STK	N			

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 @ 1/2 normal charges						
	Repair/Replacement Cost	Repair/Replacement Date				

11/16/10: Sending ARS, ltr, form. df 12/13/10: Per Ilion - Could not duplicate concern. TA set screws altered. Replace TA, clean & test at 1/2 normal cost - quote. df 12/14/10: Spoke with customer & he disputes our findings. He apprvd repair & paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 30-06 SPR
	Date Code		XN
	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	---Select---	AFT MKT
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 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	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		AFT MKT STK

Fulcher, Dell Marie

From: William.Buerky@modot.mo.gov
Sent: Wednesday, December 15, 2010 11:56 AM
To: Fulcher, Dell Marie
Subject: Re: Bill Buerky - Ref# 5106
Attachments: AR-M455N_20101215_120521.pdf

Dell Marie, I have attached the completed form with my pymt information (please protect my cc infor). There was no back of the form where I could address my concerns. I want you to know I do not believe for one minute that this gun has been altered but I had already heard this was what Remington would say. After discussing this issue again with my grandson who experienced the malfunction I was not clear in my explanation of the malfunction when I sent the rifle in to Remington. He fired the gun and put another shell in chamber with the safety off, when he tryed to fire again the trigger would not pull, so with the safety on he ejected the shell, reloaded, and when he took the safety off the rifle fired, this happened twice.

I have always been a Remington and 700 fan, have two other 700's besides this one and have owned others but if this is the way Remington chooses to treat their customer I will think long and hard before purchasing another Remington product. How do you explain the developer of this trigger assembly stating on national TV that it is flawed? Rest assured I don't expect a postive answer just more of the same laying the blame on the customer.

Please return my rifle asap.

Bill Buerky
573-522-8121

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From: "Fulcher, Dell Marie" <Dell.Fulcher@remington.com>
To: "william.buerky@modot.mo.gov" <william.buerky@modot.mo.gov>
Date: 12/13/2010 05:00 PM
Subject: Bill Buerky - Ref# 5106

Please see attachment.

If you do not receive attachment, please let me know and I will mail it.

Sincerely,

Dell Fulcher | Consumer Affairs Administrator Remington Arms Company, Inc.
870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Phone: 336.548.8686 | Fax: 336.548.7872 Freedom Group Family

of Companies: Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis | EOTAC | Dakota Arms | Parker Gun

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[attachment "mad2-sharp-front@remington.com 20101213 180931.pdf" deleted by William K Buerky/SC/MODOT]

QUOTATION

Remington Arms Company, Inc.

ESTIMATING REPORT

Parts/Repairs 800-243-9700
Fax 336-548-7801

870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700
www.remington.com info@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 (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 RE00213394 Account # - R-	Description/Serial Number T6201941	Date Received - 12/8/2010 Estimate Date - 12/10/2010 Current Date - 12/13/2010
Customer BILL BUERKY 18588 HWY Y JAMESTOWN, MO 65046 US		Return To BILL BUERKY 18588 HWY Y JAMESTOWN, MO 65046 US
Phone (H) (660)-849-2148 Phone (W)	Fax Email WILLIAM.BUERKY@MODOT.MO.GOV	

Please Circle One **REDACTED**

☒ VISA ☐ MC ☐ AMEX ☐ DISCOVER Card No: 7773 Exp. Date 10/12

PO Number _____

Daytime Phone (660) 849-2148 Time To Call after 4 PM CST Open Acct. R

Approval: Customer Signature William K Buerky Date 12/15/10

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

Technician's Comments:

Problem/Notes could not duplicate concern. Trigger assembly set screws altered. replace trigger assembly, clean and test fire at 1/2 normal costs per prod service.

Estimate TO ODE/Shipping and Handling Charges are NOT included in this Quote

Material #	Material Description	Qty	Warranty Y/N	Price/ Unit	Discount Percent	Extended Amt
Part						
F305571B	700 X-MARK PRO TRIG ASSB RH SILVER (OS	1	N	\$94.00	50%	\$47.00
Service						
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	N	\$17.00	50%	\$8.50
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00
Sub Total:						\$67.00
Est. Sales Tax:						\$1.99
Grand Total:						\$68.99

5106

24"
X N12/93
2.5#
013
COPY

November 16, 2010

Bill Buerky
18588 Hwy Y
Jamestown, MO 65046
Ph: 660-849-2148

Ref: # 5106

Dear Mr. Buerky,

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 box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington, H&R customer.

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

enclosure

Serial Number:

T6201941

Model: 700



RE00213394

could not duplicate cover w
T. A. set screws altered.
Replace TPA, 2 WAR + TEST
Fire at 1/2 normal cost

Q note

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

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>T6201941</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>William K Buerky</u>		Date of Purchase: <u>3/22/96</u>	
Address (no PO Boxes): <u>18588 Highway Y</u>			
City: <u>Jamestown</u>		State: <u>MO</u>	Zip: <u>65046</u>
Phone (Daytime): <u>(660) 849-2148</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>William.Buerky@MoDOT.Mo.gov</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: <div style="border: 1px solid black; padding: 5px;"> <p>↓ I had never sighted in the rifle as I have two other 700's, 270 & 7MM. My grandson was sighting in the rifle for the Missouri 2010 deer season on 11/12/10. He would feed the shells into the chamber one at a time with the safety off and when the bolt was locked the rifle fired without touching the trigger. Discontinued process at that time.</p> </div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Express Core-Lokt</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 gr.</u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	<i>I had never fired the rifle 1st or twice a year</i>
How often do you clean the action? (Months or Number of rounds)	<i>SAME AS ABOVE</i>
How often do you clean the trigger assembly? (Months or Number of rounds)	<i>SAME AS ABOVE</i>
Brand of lubricant used:	<i>Remington Rem D.I. w/ Teflon Lub / Break Free</i>
How often do you lubricate the bore? (Months or Number of rounds)	<i>SAME AS ABOVE</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>SAME AS ABOVE</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>SAME AS ABOVE</i>
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?	<i>Never as long as I have owned</i>
What were the services performed?	

This rifle has been serviced the same as my other rifles and they have never gave me any problem.

If this repair is related to the problem Remington has with the 700's as shown on Remington Under Fire program I don't feel there should be a repair charge.

I could have traded it or sold it w/o repair and someone could get killed.

Hartford Life

by either UPS or Parcel Post to:

Remington Arms Co., Inc.
Service Division
Jeffery Avenue
Middletown, NY 13357

SPENT SHELLS IN YOUR FIREARM OR IN THIS IS A VIOLATION OF FEDERAL LAW. IF YOU HAVE SPENT SHELLS PLEASE SEND THEM IN A BOX WITH YOUR NAME, ADDRESS (WITH ZIP CODE), AND THE SERIAL NUMBER OF YOUR FIREARM.

- :: Record the serial number of your firearm before sending it.
- :: 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.)
- :: Remove all accessories from your firearm to prevent loss or damage.
- :: Provide a return address on both the outside and inside the box. Shipments without a proper

return address will be refused.

:: 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.

Charge repairs will be processed using the following guidelines:

:: 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)

:: 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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/16/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5106 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Bill Buerky 18588 Hwy Y Jamestown, MO 65046 Ph: 660-849-2148
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 17, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066617384
REF 1: BILL BUERKY/CD/DMF
REF 2: 5106/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SVC T/P USD RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 8.74	PUB+HANDLING	8.74





