

Remington Arms Co., Inc.
Product Service
Legal Case #:5070

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213635	12/10/2010	11/12/2010	12/17/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Fredrick	Meiners Jr.	1690 Hwy 1088	Mandeville	LA	70448		H 985-626-3287

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				

11/11/10: Customer called in. He stated that he had a FBC but can't remember when it happened. No damage - No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	A6751357	CV	4/4/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	S S KRESGE FT WAYNE IND		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 - Repair under BLM program						

Repair/Replacement Cost Repair/Replacement Date

\$60.23	12/17/2010
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11/12/10: Sending ARS, ltr, form & box. Box order# 1158736. df 12/17/10: Per Ilion - Could not duplicate concern. Replace TA, clean, test fire under BLM - quote. df 12/17/10: I called customer. Went over repair & quote. He wants it mailed to him & then he will send payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/13/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		CV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5070&Type=Case>

12/17/2010

Bolt	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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

QUOTATION

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

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700
www.remington.com info@remington.com

ESTIMATING**REPORT****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 RE00213635	Description/Serial Number A6751357	Date Received - 12/9/2010
Account # - R-		Estimate Date - 12/14/2010
		Current Date - 12/17/2010
Customer FREDRICK MEINERS 1690 HWY 1088 MANDEVILLE, LA 70448 US		Return To FREDRICK MEINERS 1690 HWY 1088 MANDEVILLE, LA 70448 US
Phone (H) (985)-626-3287	Fax	
Phone (W)	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	M240	BOLT LOCK SAFETY MODIFICATIO
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Technician's Comments

ProblemNotes could not duplicate concern.replace trigger assembly.clean and test fire under bolt lock program for \$20 + shpg.

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-SHIPPING & 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
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00
Sub Total:						\$37.00
Est. Sales Tax:						\$1.48
Grand Total:						\$38.48

frmRepairMain - FGI Repairs

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

Selection Criteria

frmREInquiry - Repair Inquiry

Repair Number: RE00213635 Serial: A6751357 Model: 700 Center Fire Caliber

Repairman: Status: New 12/9/2010 2:59:22 PM

Verify Repair

ADDRESS INFORMATION

Customer: Received from: Return To: Received from:

Name: FREDRICK MEINERS

Address 1: 1690 HWY 1088

Address 2: PO Box:

City: MANDEVILLE

State: LA Zip Code: 70448 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Status
12/9/2010 2:5...	New	lopataff	Repair Added		
12/9/2010 2:5...	Expedite	lopataff	From: Check In	To:	
12/13/2010 10...	Maint	Travisbw	Repair Maintenance	Status: New	

Shipping Hold: ☐ Interface Hold: ☐ Estimate Sent: ☐ Parts Received: ☐ Passed Inspection: ☐ Return as Received: ☐ Has Been Approved: ☐ Internal Repair: ☐ Exclude TATC: ☐

Current Status: New 12/9/2010 2:59:22 PM

lopataff

Repair Bench

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search Refresh Close

neglect ILN/Prod frmRepairMain NAGLETTJ Monday, Dec 13 2010 10:14 AM

start frmRepairMain - FGI ... 6 Microsoft Office E ... NEC WKTV News Cha ... 11 Microsoft Office ... 11:14 AM

DEC 17 2010

BY:.....

Remington®

5070

22"
CV 4/79
5#
007

November 12, 2010

Fredrick Meiners Jr.
1690 Hwy 1088
Mandeville, LA 70448
Ph: 985-626-3287

Ref: # 5070

Dear Mr. Meiners,

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:

A6751357

Model: 700



RE00213635

could not duplicate concern
Replace TPA, check test fire
under BLP Rose \$20.00 + ship

Quote

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

PS 13448



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>A6751357</u>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>Frederick N. Meiners, Jr.</u>	Date of Purchase: <u>5-1-1980</u>
Address (no PO Boxes): <u>1690 Hwy 108B</u>	
City: <u>Mandeville</u>	State: <u>LA</u> Zip: <u>70448</u>
Phone (Daytime): <u>985-626-3287</u>	Fax: _____
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) _____	
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>At start of 1980 season - sighted in - OK.</u> <u>1st hunt when bolt was locked down - Misfired</u> <u>After several hunts using as a single shot rifle,</u> <u>at unloading another misfire occurred.</u> <u>Another hunt - while loading chamber - at bolt lock down</u> <u>it misfired - ricocheted from a rock nearly missing</u>	
500 characters left	
Ammunition Information:	
Manufacturer: <u>Remington</u>	Type: <u>243 cal.</u>
Other (i.e. bullet weight/type, shot size, powder): _____	
Handload Information:	
Powder Used: _____	Powder Weight: _____
Case/Hull Used: _____	Primer Used: _____
Bullet Type/Shot Size: _____	Reloader Used: _____
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: <u>Hoppe's</u>	
How often do you clean the bore? (Months or Number of rounds): <u>After each hunt</u>	
How often do you clean the action? (Months or Number of rounds): <u>After each hunt</u>	
How often do you clean the trigger assembly? (Months or Number of rounds): <u>oil only, then wipe.</u>	
Brand of lubricant used: <u>Hoppe's</u>	
How often do you lubricate the bore? (Months or Number of rounds): <u>After each hunt</u>	
How often do you lubricate the action? (Months or Number of rounds): <u>After each hunt</u>	

cont'd pg. 2

How often do you lubricate the trigger assembly? (Months or Number of rounds) After each range

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? ☒ YES ☐ NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Zero

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 Hoefer Avenue
Ilion, NY 13357

Ⓢ 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.

:: 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.

my only son. At home I tagged the rifle as "Don't Use - will misfire", cleaned it & locked in closet.

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*Here is a true story:
My wife wanted a Mod.# 552 12 ga. Semi-Auto rifle, I purchased it boxed, setup Targets, loaded it, she took aim, pulled trigger & it emptied. Not a semi-Auto, but a Full Auto.
My sale price was refunded!*



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/12/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 5070 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Fredrick Meiners Jr.
1690 Hwy 1088
Mandeville, LA 70448
Ph: 985-626-3287

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 12, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065361563
REF 1:FREDRICK MEINERS, JR/CD/DMF
REF 2:5070/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 0.50
AH 0.00	PR 0.00	SD 0.00
		SP 0.00
TOT PUB CHG 9.45	PUB+HANDLING	9.45





