

Remington Arms Co., Inc.
Product Service
Legal Case #:4874

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209888	11/10/2010	10/27/2010	11/11/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bill	Sallee	633 E. Whitehall St	Meridian	ID	83642		W 208-363-7512 E bdsal@mindspring.com

Incident Information

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

10/26/10 Per email sent to Remington site, incident # 101021-000063, "I saw the TV report on the 700 last night and I have a 700 30-36 and I liked it so much I bought my son one about 19 years ago. Mine is about 30 years old. About 12 year ago I was taking the safety off mine and it went off, no one was hurt. I have not trusted the gun every since but I also thought maybe I did something to make it go off. All I am trying to do is get these two guns check and fixed. Where can I go or send the guns to make sure they are checked out and fixed. I can't use mine now and my son is not going to use his. Please let me know."cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06	n/a	C6470724	RJ	11/18/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	NBS/BASIN SPORTS & ELECTRIC	SCOPE,RINGS,TWO PIECE BASE,SLING,STK.SHELL HOLDER	U			

CONCERN:FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	25634	C6470724		11/18/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	NBS/BASIN SPORTS & ELECTRIC		Y			

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	20000	140003	AM	3/1/1965
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE,RINGS,TWO PIECE BASE,SLING	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

Repair/Replacement	Repair/Replacement

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4874&Type=Case>

11/15/2010

Cost

Date

10/27/10 Emailing ARS and letter.cm 11/15/10 Left voice message with the quote for each firearm and inspect details.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		F.SUPRY
	Exam Date		11/11/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		RJ 1989
	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	SOME DIRT/DEBRIS IN ACTION
	Stock Condition	Slightly Worn; Functioning	F/E TIP MISSING
	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---	.014
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description	SCOPE,RINGS,TWO PIECE BASE,SLING,STK.SHELL HOLDER	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		F.SUPRY
	Exam Date		11/12/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		AM 1965
	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	Worn; Functioning	DIRTY/RUSTY
	Stock Condition	Worn; Functioning	SCRATCHES/MARS/DENTS
	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---	.005 - O/S DOUBLE SEAR
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/RUSTY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE,RINGS,TWO PIECE BASE,SLING

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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frmRepairMain - FGI Repairs

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

frmREInquiry - Repair Inquiry

Repair Number: RE00210037 Serial: 140003 Repairman: Bruce Jervis
 Verify Repair Status: Approved 11/17/2010 10:08:15 AM

ADDRESS INFORMATION

Customer: C: Received from Return To: C: Received from
 Name: BILL SALLEE BILL SALLEE
 Address 1: 633 E WHITEHALL ST. 633 E WHITEHALL ST.
 Address 2: PO Box PO Box
 City: MERIDIAN MERIDIAN
 State: ID Zip Code: 83642 Country: US ID Zip Code: 83642 Country: US

FFL

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
11/11/2010 9...	New	lspatell	Repair Added		<input type="checkbox"/> Shipping Hold	Approval Hold
11/12/2010 8...	Maint	Treviwbw	Repair Maintenance	Status: Repa	<input type="checkbox"/> Interface Hold	11/12/2010 10:08:15 AM
11/12/2010 10...	Estimate	Treviwbw	Estimate Update	Status: Appro	<input type="checkbox"/> Estimate Sent	Treviwbw
11/12/2010 10...	ApprovalH...	System	Immediate SAP Allocation		<input type="checkbox"/> Parts Received	Repair Bench
					<input type="checkbox"/> Passed Inspection	Repair Location
					<input type="checkbox"/> Return as Received	ILN
					<input type="checkbox"/> Has Been Approved	Current Location
					<input type="checkbox"/> Internal Repair	ILN
					<input type="checkbox"/> Exclude TATC	Transfer Number

Repair Search Refresh Close

supply - ILN/Prod frmRepairMain D1102R7XPL Thursday, Nov 11, 2010 8:17 AM

start Desktop frmRepairMain - F... DMS Global Ser... Inbo... Microsoft

27.
 26.23
 2'
 67.23
 37. —
 30.23

William C.

REDACTED

-1785 08/12

Approved #37
 RAR #77

RECEIVED
 NOV 15 2010

BY:.....

4874

22"
AM3/65
4.5#
005

October 27, 2010

Bill Sallee
633 E. Whitehall St
Meridian, ID 83642

Subject: #4874, Model 700

Dear Mr. Sallee,

Regarding your contact with Remington and the incident you incurred, you should receive an email in the next 24 hours with your prepaid UPS ground shipping label for shipment of the firearm to our factory. Please include a copy of this letter with the firearm. **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.** Please mark the ends of the box with "Supry".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial
Number:

1 40003

Model: 700



RE00210037

could not duplicate concern.
T129.755 m. act. very dirty.
CAN replace TPA, check over,
clean & test fire under
Bolt Lock Program Box
\$ 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

BY: _____

2nd repair 2/0037 1965
\$37.00

4874

October 27, 2010

22"
RS 11/89
5#
014

Bill Sallee
633 E. Whitehall St
Meridian, ID 83642

Subject: #4874, Model 700

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Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial Number:

C6470724

Model: 700



RE00209888

could not duplicate concern
checked over, trig. is functioning
As designed. CAW offer to replace
~~ETPA~~ ETPA, clean & test fire at
1/2 normal charges.

Quote

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

PS 13989

Reference #
101021-000063

Status
Unresolved

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

Date Created
10/21/2010 10:57 AM

Initial Response
None

Last Updated
10/26/2010 10:37 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Model 700 30-06**Discussion Thread**

Customer (1 1)

10/21/2010 10:57 AM

I saw the TV report on the 700 last night and I have a 700 30-36 and I liked it so much I bought my son one about 19 years ago. Mine is about 30 years old. About 12 year ago I was taking the safety off mine and it went off, no one was hurt. I have not trusted the gun every since but I also thought maybe I did something to make it go off. All I am trying to do is get these two guns check and fixed. Where can I go or send the guns to make sure they are checked out and fixed. I can't use mine now and my son is not going to use his. Please let me know. Thanks Bill

Bill Sallee
Sr. Private Banker, VP

Wells Fargo Private Bank | 877 W. Main St., Suite 500 | Boise, ID, 83702
MAC U1858-052
Tel 208-363-7512 | Fax 208-384-9688

william.c.sallee@wellsfargo.com william.c.sallee@wellsfargo.com

Wells Fargo Private Bank provides products and services through Wells Fargo Bank, N.A. and its various affiliates and subsidiaries.

This message may contain confidential and/or privileged information. If you are not the addressee or authorized to receive this for the addressee, you must not copy, disclose, or take any action based on this message or any information herein. If you have received this message in error, please advise the sender immediately by reply email and delete this message. Thank you for your cooperation.

2 rifles

Primary Contact

First Name: 1
Last Name: 1

Organization:**Login:** william.c.sallee@wellsfargo.com**Title:****Contact Type:****Email:** william.c.sallee@wellsfargo.com**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**

10/26 Emailed
request for
address / ser. #s



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

ARS LABEL REQUEST FORM

DATE:	10/27/2010	REQUESTED BY:	christy
QUANTITY:	2	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA Email to him at: COORDINATOR bdsal@mindspring.com TO MAIL		I WILL MAIL	
DESCRIPTION: 2 x 700's			

LABEL INFORMATION

MAIL LABEL TO: Bill Sallee Email to him 633 E. Whitehall St Meridian, ID 83642	4XX596 OCT 29, 2010 ALL CURR USD 1 OF 1 SVC GND COM ACT WT 10.0 LBS TRACKING# 124XX5969065142371 REF 1: BILL SALLEE/CD/CM REF 2: 700
RETURN ITEM TO: Remington Product Service	HANDLING CHARGE 0.00 SVC T/P USD SINGLE-PIECE PUB RATE CHRG: RS 1.00 DV 0.00 COD 0.00 SD 0.00 DC 0.00 DGD 0.00 SP 0.00 AH 0.00 PR 0.00 PUB+HANDLING 12.25 TOT PUB CHG 12.25

COORDINATOR

bdsal@mindspring.com

4XX596 OCT 29, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065344786
REF 1: BILL SALLEE/CD/CM
REF 2: 700

HANDLING CHARGE 0.00 SVC T/P USD
SINGLE-PIECE PUB RATE CHRG: RS 1.00
DV 0.00 COD 0.00 SD 0.00
DC 0.00 DGD 0.00 SP 0.00
AH 0.00 PR 0.00 PUB+HANDLING 12.25
TOT PUB CHG 12.25











