

Remington Arms Co., Inc.
Product Service
Legal Case #:5775

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
222723	2/10/2011	1/27/2011	2/11/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Leahmon	Bryant	6400 Chapman Dr.	Greenville	TX	75402		H 903-450-3436 F 903-527-4805 E lfbryant@skytex.net

Incident Information

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

Customer sent in an email. He stated he rifle fired when he took it off safe. No date given. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6842285	RV	11/1/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE,BASE,RINGS	N			

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 - Quote to repair under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.40	2/22/2011				

1/27/11: Emailed letter & form. Media Coord. will email ARS. df 2/22/11: Per Ilion - Could not duplicate concern. TA dirty & has an excessive amount of lube. Replace TA, clean & test fire under BLM program - quote. Not sure if customer received quote by mail. I emailed it to him for review. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/11/2011
	Product Type		RF
	Action Type		A

	Assigned To		T NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		RV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, EXCESSIVE LUBE
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE, BASE, RINGS

QUOTATION

Remington Arms Company, Inc.

**ESTIMATING
REPORT**

Parts/Repairs 800-243-9708
Fax 336-348-7801

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

THIS QUOTATION IS NOT VALID FOR REPAIRS WITHOUT APPROVAL

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, REPAIR/REPLACE, 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 (6) 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 RE0022723	Description/Serial Number A6842285	Date Received - 2/10/2011
Account # - R-		Estimate Date - 2/14/2011
		Correct Date - 2/22/2011
Customer LEAHMON BRYANT 6400 CHAPMAN DR		Return To LEAHMON BRYANT 6400 CHAPMAN DR
GREENVILLE TX 75402 US		GREENVILLE TX 75402 US
Phone (H) (903)-450-3436	Fax	
Phone (W)	Email lbryant@skytel.net	

Please Circle One ☒ VISA / MC AMEX DISCOVER Card No. REDACTED PO Number Daytime Phone (903) 450-3436 Time To Call ANY Open Acct. R Approval: Customer Signature <i>[Signature]</i> Date 2/12/11 ☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box Note: We process checks electronically through Check 21.	Exp. Date 08/12
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M123 FORWARD TO PRODUCT SERVICE FOR INSPECTED	M123 FORWARD TO PRODUCT SERVICE F
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Problem/Notes could not duplicate concern, trigger assn dirty and has an excessive amount of lubrication, replace trigger plate assn, clean and test fire under bolt lock program for \$28.00 + shipping

Material #	Material Description	Qty	Warranty Yrs	Price Unit	Discount Percent	Extended Amt
Part						
P305570B	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:						\$57.00
Est. Sales Tax:						\$2.50
Grand Total:						\$59.50

[COPY]

22"
2V11/79
3

5775

Leahmon Bryant
6400 Chapman Dr.
Greenville, TX 75402
Ph: 903-450-3436
Email: lfbryant@skytex.net

Ref: # 5775

Dear Mr. Bryant,

You will receive a shipping label for UPS by email in 2-3 business days. 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.

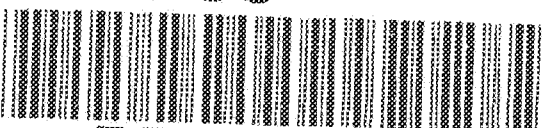
I hope that this action will keep you a loyal Remington customer.

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

enclosure

RECEIVED
FEB 15 2011

BY:.....

Serial Number: A6842285
Model: 700

RE00222723

could not duplicate concern.
T.A. dirty & has an excessive
amount of lube. Replace TPA,
clean test fire at ~~the~~ ^{the} ~~unit~~
BLP for \$2000 + ship
Quote

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>A6842285</u>	
Are you the original owner?: ☐ YES ☒ NO			
Name: <u>LEAH MON F. BRYANT</u>		Date of Purchase: <u>1994</u>	
Address (no PO Boxes): <u>6408 CHAPMAN DR. GREENVILLE,</u>			
City: <u>Greenville</u>		State: <u>TX</u>	Zip: <u>75402</u>
Phone (Daytime): <u>903 450 3436</u>		Fax: <u>903 527 4805</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>lbryant@SKYTEX.NET</u>			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: In mid-December while at my Deer lease, I took the gun off safety and it fired immediately. I never touched the trigger, I was attempting to unload the rifle.			
500 characters left			
Ammunition Information:			
Manufacturer: <u></u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u></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) <u>AFTER every Hunt</u>
How often do you clean the action? (Months or Number of rounds) <u>ANNUALLY</u>
How often do you clean the trigger assembly? (Months or Number of rounds) _____
Brand of lubricant used: _____
How often do you lubricate the bore? (Months or Number of rounds) <u>ANNUALLY</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) _____
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? <u>N/A</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
☐ 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

Reference #
110104-000072
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
Centerfire Rifles
SLA
Not specified
Queue
CSR
Date Created
01/04/2011 01:41 PM
Initial Response
01/17/2011 10:32 AM
Last Updated
01/26/2011 02:42 PM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

Model 700**Discussion Thread**

Customer (Leahmon Bryant)

01/26/2011 02:42 PM

Leahmon F. Bryant
6400 Chapman Dr.
Greenville, Tx. 75402
(903) 450-3436
Thank you,

From: Remington Information [mailto:info@remington.com]
Sent: Wednesday, January 26, 2011 1:33 PM
To: lbryant@skytex.net
Subject: Model 700 [Incident: 110104-000072]

Response (Dell -)

01/26/2011 02:32 PM

Mr. Bryant,
We need your mailing address and daytime phone number with the area code.

Thank you,
Dell

Customer (Leahmon Bryant)

01/20/2011 04:18 PM

Remington, Model 700, 270 Cal. SN: A5842285

From: Remington Information [mailto:info@remington.com]
Sent: Monday, January 17, 2011 9:32 AM
To: lbryant@skytex.net
Subject: Model 700 [Incident: 110104-000072]

Response (Dell -)

01/17/2011 10:32 AM

Dear Mr. Bryant,
We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, and when this occurred.

Sincerely,
Dell

Customer (Leahmon Bryant)

01/04/2011 01:41 PM

My 270 discharged when I took it off safety. I understand this has been a problem for a long time. How does Remington address this issue? Do you make the repair or send affected customers the x-mark pro trigger?

Primary Contact

First Name: Leahmon

Last Name: Bryant

Organization:

Login: Leahmonbryant

Title:

Contact Type:

Email: lbryant@skytex.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Remington.

Emailed to cwt.

Leahmon Bryant
6400 Chapman Dr.
Greenville, TX 75402
Ph: 903-450-3436
Email: lfbryant@skytex.net

Ref: # 5775

Dear Mr. Bryant,

You will receive a shipping label for UPS by email in 2-3 business days. 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 customer.

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

enclosure

[COPY]

Leahmon Bryant
6400 Chapman Dr.
Greenville, TX 75402
Ph: 903-450-3436
Email: lfbryant@skytex.net

Ref: # 5775

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

enclosure

[Print](#)[Reset](#)

Model		Serial	
Number:		Number:	
Are you the original owner?: ☐ YES ☐ NO			
Name:		Date of Purchase:	
Address (no PO Boxes):			
City:		State:	Zip:
Phone (Daytime):		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: 500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
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: _____
How often do you clean the bore? (Months or Number of rounds) _____
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: _____
How often do you lubricate the bore? (Months or Number of rounds) _____
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) _____
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? _____
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
☐ 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.

Fulcher, Dell Marie

From: Mail Delivery System [MAILER-DAEMON@okc.mx0.rhinocommunications.net]
To: lfbyrant@skytex.net
Sent: Thursday, January 27, 2011 12:58 PM
Subject: Relayed: Leahmon Bryant - Remington letter & form

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

lfbyrant@skytex.net

Subject: Leahmon Bryant - Remington letter & form

Fulcher, Dell Marie

From: Leahmon Bryant [LFBryant@SkyTex.net]
To: Fulcher, Dell Marie
Sent: Thursday, January 27, 2011 1:31 PM
Subject: Read: Leahmon Bryant - Remington letter & form

Your message was read on Thursday, January 27, 2011 1:30:58 PM (GMT-05:00) Eastern Time (US & Canada).

Remington.

www.remington.com

Copy

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

ARS LABEL REQUEST FORM

DATE:	1/27/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION: Ref # 5775 rifle			

4XX596 JAN 28, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969666730891
REF 1: LEAHMON BRYANT/CD/DMF
REF 2: 5775/RIFLE

LABEL IN

HANDLING CHARGE 0.00	SVC	T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD	0.00
DC 0.00	DGD	0.00
AH 0.00	PR	0.00
TOT PUB CHG 10.50	PUB+HANDLING	10.50
	RS	1.00
	SD	0.00
	SP	0.00

MAIL LABEL TO: Leahmon Bryant
6400 Chapman Dr.
Greenville, TX 75402
Ph: 903-450-3436
Email: lbryant@skytex.net

Email ARS to customer

RETURN ITEM TO Remington Arms
Attn: Product Service
Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM

lbryant@skytex.net



