

Remington Arms Co., Inc.
Product Service
Legal Case #:6676

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
244167	10/21/2011	10/12/2011	10/24/2011	10/9/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Grizzell	9863 Codyview Dr.	Independence	KY	41051		C 859-991-5854 F 859-525-3266 E david.grizzell@meritor.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD Shot a hole in truck Cause:4006 S Unexplained Concern:1025 C discharge	Altered Adjustments or Components Unexplained Discharge - No Mention of Safety Position		Unknown	

10/12/11: Customer called in. He stated that he picked up the gun & it discharged on 10/9/11. Shot a hole in truck - damaged seat, window & door. No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25791	D6810548	WO	8/18/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	PAULS DISCOUNT		N			

CONCERN: FIRED WITHOUT TRIGGER PULLED

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV

Per Ilion - quote
to repair

Repair/Replacement Cost	Repair/Replacement Date

10/12/11: Mailing ARS, letter, forms. Box order# 1260598. df 10/31/11 Owner called for update. Read details of the inspection from the case notes. He needs the rifle back and wants us to quote to repair and get back with him.cm 11/3/11: Per Ilion - trigger is very dirty. Trigger pull is at 2 lbs and set screws have bc tampered with. I spoke w/customer. Revised the quote & emailed it to him for appr. & payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	10/24/2011	
	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description	22" 270 WIN	
	Date Code	WO	
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	M/700 SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY, TRIG NOT RETURNING W/1. FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.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 (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number RE00244167	Serial Number / Description D6810548 Model 700 RIFLE Caliber: 270	Date Received: 10/12/2011 Estimate Date: 11/03/2011 Date Printed: 11/03/2011
Customer: David Grizzell 9863 Codyview Dr. Independence, KY 41051 US		Return To: David Grizzell 9863 Codyview Dr. Independence, KY 41051 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp.Date _____

Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____

Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Reported	Problems Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)									
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount	
F202906	Part	40 SSA TRIG ASSB RH	1	Billable	1	84.00	0	84.00	
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0	.00	
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00	

Sub Total: 84.00

Est Sales Tax: 5.04

Grand Total: \$89.04

Fulcher, Dell Marie

From: postmaster@remington.com
To: david.grizzell@meritor.com
Sent: Thursday, November 03, 2011 3:19 PM
Subject: Relayed: Remington Repair # 244167

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

david.grizzell@meritor.com

Subject: Remington Repair # 244167

Return
address
↓

6676

COPY

22"
21
1015
10/8/9

October 12, 2011

David Grizzell
9863 Codyview Dr.
Independence, KY 41051
Phone: 859-991-5854

Ref: # 6676, Model 700, Serial # D6810548

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

Please include a copy of this letter, form, and service request to put inside the shipping container. The letter, form and service request inside are 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 will contact you once I get the report.

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

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

enclosure

Serial
Number:

D6810548

Model: 700



RE00244167

SHIPPED NOV - 1 PAID

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

Print

Reset

Model Number: 700		Serial Number: D6810548	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: David Grizzell		Date of Purchase: May 2010	
Address (no PO Boxes): 9863 Codyview Dr.			
City: Independence		State: KY	Zip: 41051
Phone (Daytime): 859-991-5854		Fax: 859-525-3266	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) DAVID.GRIZZELL@MERITOR.COM			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: Discharged round without trigger being pulled & safety on			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		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) <u>EA-USE</u>
How often do you clean the action? (Months or Number of rounds) <u>EA-USE</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>?</u>
Brand of lubricant used: <u>Rem Oil</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>EA-USE</u>
How often do you lubricate the action? (Months or Number of rounds) <u>EA-USE</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>?</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>?</u>
What were the services performed? <u>?</u>
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
<input type="checkbox"/> 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.

ARS LABEL REQUEST FORM

DATE:	10/12/2011	Service Request #	SR00000793
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	BRING LABEL TO ME

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

David Grizzell
9863 Codyview Dr.
Independence, KY 41051 US
SR00000793

Email:

RETURN ITEM TO:

ILN

Arms Services



4XX596 OCT 12, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969065024507
REF 1:SR00000793
REF 2:

HANDLING CHARGE 0.00	
SINGLE-PIECE PUB RATE CHRGS:	
DV 0.00	COD 0.00
DC 0.00	DGD 0.00
AH 0.00	PR 0.00
TOT PUB CHG 9.04	PUB+HANDLING 9.04

SVC	T/P USD
RS	0.50
SD	0.00
SP	0.00

ATTN: Product Service







