

Remington Arms Co., Inc.
Product Service
Legal Case #:6636

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
243684	10/17/2011	10/3/2011	10/18/2011	8/27/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Larry	Sutton	1243 Bellegrade Ave.	Loogootee	IN	47553		H 812-295-3043 W 812-295-5095 C 812-295-6030 F 812-295-9403 E ljsutton2@frontier.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

10/3/11: Customer called. He stated he was using rifle & had a FSR. No damage, No injury. He was told by a friend that we had a recall & that's why he called us. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/270 WIN	n/a	B6368713	KC	5/10/1982
Date Purchased	Where Purchased	Accessories	Original Owner			
10/7/1990	Gun Show	TWO PIECE BASE	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
Per Ilion - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

10/3/11: Mailing ARS, letter, form. df 10/20/11: Per Ilion - TA dirty, sticky, rusty & parts work sluggish. Replace TA, clean & test fire @ 1/2 normal cost - quote. I emailed the quote to customer for review, apprv & payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/18/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		KC
	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; Not 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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,RUSTY PARTS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com

Estimating Report

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

~~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 RE00243684	Serial Number / Description B6368713 Model 700 LH Center Fire Caliber: 270 WIN	Date Received: 10/17/2011 Estimate Date: 10/18/2011 Date Printed: 10/20/2011
Customer: LARRY SUTTON 1243 BELLEGRADE AVE LOOGOOTE, IN 47553 US		Return To: LARRY SUTTON 1243 BELLEGRADE AVE LOOGOOTE, IN 47553 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
trigger assm dirty, sticky, rusty parts work sluggish. replace trigger plate assm, clean and test fire at 1/2 normal cost.

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	
F305572B	Part	700 X-MARK PRO TRIG ASSB LH BLACK (OS)	1	Billable	1	83.00	50	41.50	
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00	
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50	

Sub Total: 70.00
Est Sales Tax: 2.08
Grand Total: \$72.08

Fulcher, Dell Marie

From: postmaster@remington.com
To: ljsutton2@frontier.com
Sent: Thursday, October 20, 2011 4:04 PM
Subject: Relayed: Message relayed (ljsutton2@frontier.com)

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

ljsutton2@frontier.com

Subject:

COPY

22"
KC5/02
4.5#
.009

6636

October 3, 2011

Larry Sutton
1243 Bellegrade Ave.
Loogootee, IN 47553
Phone: 812-295-5095

Ref: # 6636, Model 700, Serial # B6368713

Dear Mr. Sutton,

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 and form to put inside the shipping container. The letter and form 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

Serial Number

B6368713

Model: 700



RE00243684

T.A. Dirty, sticky, rusty + parts
work sluggish. Replace TPA, clean
& test fire at 1/2 normal cost.

RECEIVED
OCT 19 2011

Quote

BY:.....

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

PS 24943

Print

Reset

Model Number: 180 BDL		Serial Number: B6368713	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Larry Sutton		Date of Purchase: 10-7-90	
Address (no PO Boxes): 1243 Bellgrade Ave			
City: Loogootee		State: IN	Zip: 47553
Phone (Daytime): 812-295-6030		Fax: 812-295-9403	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) lsutton2@frontier.com			
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: Firearm fired when released safety - local gunshop stated that there was a recall about this problem. Please call cell # above if any cont to fix.			
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: <u>Hopnes</u>
How often do you clean the bore? (Months or <u>Number of rounds</u>) <u>10</u>
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) <u>Yearly</u>
Brand of lubricant used: <u>Clean seal</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>Storage</u>
How often do you lubricate the action? (Months or Number of rounds) <u>Storage</u>
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? > <input type="checkbox"/> YES <input type="checkbox"/> 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:
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p><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.</p> <p style="text-align: center;">:: Record the serial number of your firearm before sending it.</p> <p style="text-align: center;">:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p style="text-align: center;">ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p style="text-align: center;">:: Remove all accessories from your firearm to prevent loss or damage.</p> <p style="text-align: center;">:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

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:	10/3/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6636 rifle			

LABEL INFORMATION

MAIL LABEL TO: Larry Sutton 1243 Bellegrade Ave. Loogootee, IN 47553 Phone: 812-295-5095
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 OCT 3, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067356931
REF 1: LARRY SUTTON/CD/DMF
REF 2: REF#6636/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
TOT PUB CHG 9.61 PUB+HANDLING 9.61







