

Remington Arms Co., Inc.
Product Service
Legal Case #:7349

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
262983/262978	3/24/2012	1/31/2012	3/26/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jason	Cole	2002 Red Fox Rd	Austin	TX	78734		H 512-923-5915 E G.DAWN@YAHOO.COM

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Guns go off on their own	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

1/31/12 Per email from J. Tatum (CSR), apparently she spoke to Chuck about 3 weeks ago and he was suppose to send her a label to get these guns back in, they are going off without you touching them. 700 7mm ultra mag E6719387 700 30-06 6891125 This woman is very upset that she has not received any paper work. John asked me to see if you all had a case. He says it should have probably come to you guys. She is upset; she is having to pay shipping cost on defective guns; her husband is dead and left her with no money. etc, etc. Her father-in-law is after her to get this stuff done.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM RUM	n/a	E6719387	BV	1/30/2001 12:30:31 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD	TWO PIECE BASE	U			

CONCERN: FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6891125	WZ	8/22/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	SOUTHERN GUN MIAMI FLA	SCOPE 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
Replace TPA, clean, test one at BLSM program price, newer model at 1/2 normal						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.40	3/30/2012				

1/31/12 Emailing ARS labels.cm 3/20 Emailed tracking number that was used for shipment to Ms. Cole. She's upset that I could not change the address that it is to return to and she thinks all work will be covered no charge and that this is a recall. I mentioned that we would inspect these and contact them about the results. One has a bolt-lock and she may be confusing that as a recall.cm 3/30/12 Per Ilion, older 700 has a bolt lock and trig assm very dirty. Could not duplicate concern. Replace TPA, clean, test at BLSM program price. 2001 Model 700 trigger assm was dirty and had some light rust. Could not duplicate concern. Offer to replace TPA, clean, test at 1/2 normal.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Examination	Examiner	B. TRAVIS	
	Exam Date	3/26/2012	
	Product Type	RF	
	Action Type	A	
	Assigned To	T. NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	26" 7MM RUM	
	Date Code	BV	
	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	
	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	M/700 SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, SOME LITE RUSTING
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description	TWO PIECE BASE	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		3/26/2012
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		22" 3006 SPRG
	Date Code		WZ

Barrel	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	
	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---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

frmREInquiry - Repair Inquiry

Repair Number: RE00262978

Serial: 6891125 Model 700 Center Fire 30-06 sprg
Produced: 08/22/1975 SKU: 20000

Repairman:

Verify Repair

Status: New 1/5/2012 3:44:03 PM

7349

ADDRESS INFORMATION

Customer		Received from	Return To	Received from	
Name:	JASON COLE		JASON COLE		
Address 1:	2002 FOX RD		2002 FOX RD		
Address 2:		PO Box:		PO Box:	
City:	AUSTIN		AUSTIN		
State:	TX	Zip Code:	78734	Country:	US

FFL: 01011900

Contact / Condition Problems Estimate History / Status Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE...

Problems Found

Code	Desc

Repair Notes

Repairman's Comments

I A very dirty. could not + dip concern.
replace top, clean rest + under 3000
to + quote

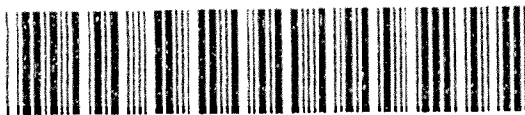
CSR Comments

GUN FIRES WHEN TAKING OFF SAFE

RECEIVED
MAR 29 2012

BY: Refresh Close

Serial Number: 6891125
Model: 700



RE00262978

frmRepair Main - FGI Repairs

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

frmREInquiry - Repair Inquiry

Repair Number: RE00262983

Serial: E6719387 Model 700 RIFLE 7MM REM
ULTRA MAG Produced: 01/30/2001 SKU: 26283

Repairman:

Verify Repair

Status: New 1/5/2012 3:45:31 PM

7349

ADDRESS INFORMATION

Customer

☒ Received from

Return To

☐ Received from

Name: JASON COLE

JASON COLE

Address 1: 2002 FOX RD

2002 FOX RD

Address 2: PO Box:

PO Box:

City: AUSTIN

AUSTIN

State: TX Zip Code: 78734 Country: US

TX Zip Code: 78734 Country: US

FFL: 01011900

Contact / Condition Problems Estimate History / Status Shipping / Billing

Problems Reported

Code	Desc
M123	FORWARD TO PRODUCT SE...

Repair Notes

Repairman's Comments

F.A. dirty + some like rust could
not dup. concern. can offer to
replace TPA, can rest at 1/2
year cost. Quote

Problems Found

Code	Desc
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CSR Comments

GUN FIRES WHEN TAKING OFF SAFE

BY:

Refresh

Close

Serial Number:

E6719387

Model: 700



RE00262983

Monday, Mar 26 2012 4:10 AM

Monday, Mar 26 2012

4:10 AM

#17349

Mitchell, Christy

From: Tatum, Julia L.
Sent: Tuesday, January 31, 2012 12:57 PM
To: Fulcher, Dell Marie; Mitchell, Christy
Subject: 700's going off on their own

Do you have a case on Ms. Jason Cole (Dawn) at 2002 Red Fox Road Boston, TX #512-923-5915?

Apparently she spoke to Chuck about 3 weeks ago and he was suppose to send her a label to get these guns back in, they are going off without you touching them.

700 7mm ultra mag E6719387
700 30-06 6891125

This woman is very upset that she has not received any paper work. John asked me to see if you all had a case. He says it should have probably come to you guys.

She is upset; she is having to pay shipping cost on defective guns; her husband is dead and left her with no money. etc, etc. Her father-in-law is after her to get this stuff done. She sounds truly disturbed and agitated.

Thanks,

Julia Tatum - Consumer Service Representative

Remington Arms Company, Inc

870 Remington Drive, PO Box 700 Madison, NC 27025

Phone: 800.243.9700 Ext. 8258 Fax: 336.548.7801

Email: Julia.Tatum@Remington.com

SR 8630
SR 8631

ARS LABEL REQUEST FORM

DATE: 01/31/2012	Service Request # SR00008631
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchellcs	
email address: Charles.Stewart@remington.com	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	JASON COLE 2002 FOX RD AUSTIN, TX 78734 US SR00008631 Email: G.DAWN@YAHOO.COM
RETURN ITEM TO:	ILN Arms Services

4XX696 JAN 31, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969067560586 ALL CURRENCY USD
 REF 1:SR00008631
 REF 2:

 HANDLING CHARGE 0.00 FRT: 3RD
 SHIPMENT PUB RATE CHARGES: SVC T/P USD
 DV 0.00 COD 0.00 RS 1.00
 DC 0.00 DGD 0.00
 AH 0.00 PR 0.00 ROD 0.00
 TOT PUB CHG 12.76 PUB + HANDLING 12.76

ATTN: PRODUCT SERVICES

ARS LABEL REQUEST FORM

DATE: 01/31/2012	Service Request # SR00008630
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	
email address: Charles.Stewart@remington.com	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	JASON COLE 2002 FOX RD AUSTIN, TX 78734 US SR00008630 Email: G.DAWN@YAHOO.COM
RETURN ITEM TO:	ILN Arms Services

4XX596 JAN 31, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969066754173 ALL CURRENCY USD
 REF 1:SR00008630
 REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COD 0.00 RS 1.00
DC 0.00	DGD 0.00
AH 0.00	PR 0.00 ROD 0.00
TOT PUB CHG 12.76	PUB+HANDLING 12.76

ATTN: PRODUCT SERVICES

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 RE00262978	Serial Number / Description 6891125 Model 700 Center Fire 30-06 sprg	Date Received: 03/24/2012 Estimate Date: 03/26/2012 Date Printed: 05/04/2012
Customer: JASON COLE 2002 RED FOX RD AUSTIN, TX 78734 US		Return To: JASON COLE 2002 RED FOX RD AUSTIN, TX 78734 US

Please Circle One:
 VISA MC DISCOVER Card No. _____ Exp. Date _____
 Open Account: R _____ PO Number: _____

Approval Signature: Mrs Jason Cole Date: 5-14-12
 Daytime Phone: (512) 923-5915 Time to Call: _____
☐ If you desire any change, please use the reverse side for your comments and mark this box.

Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	Problems Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
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Technician Comments
 trigger assm very dirty. could not duplicate concern. replace trigger plate assm, clean and test fire under bolt lock program for \$20.00 + shipping

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
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000116	Service	GR-LABOR	20	Billable	20	1.00	0	20.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

Received Date: MAY 24 2012
 CSR: Charles
 Response Date: _____
 Response/File: _____

Sub Total: 37.00
Est Sales Tax: 2.50
Grand Total: \$39.50

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:

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Repair Number RE00262983	Serial Number / Description E6719387 Model 700 RIFLE 7MM REM ULTRA MAG	Date Received: 03/24/2012 Estimate Date: 04/23/2012 Date Printed: 05/04/2012
Customer: JASON COLE 2002 RED FOX RD AUSTIN, TX 78734 US		Return To: JASON COLE 2002 RED FOX RD AUSTIN, TX 78734 US

Please Circle One: ☐ VISA ☐ MC ☐ DISCOVER ☐ Card No. _____ Exp. Date _____
☐ Open Account: R _____ PO Number: _____

Approval Signature: Mrs Jason Cole Date: 5-14-12
 Daytime Phone: (512) 923-5915 Time to Call: _____

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

Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	Problems Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
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Technician Comments:
 trigger assm dirty and some lite rust.could not duplicate concern.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	Warranty	1	.00	0	.00	
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00	
4000119	Service	GR-TEST	1	Billable	1	23.50	50	11.50	

\$20522-000070

Sub Total: 28.50
 Est Sales Tax: 1.92
Grand Total: \$30.42



