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Remington Arms Co., Inc. Product Service Legal Case #:9297

Case Information

Customer Information           Type         Business         First Name         Last Name         Street         City         State         Zip         Age         Contact           Incident         Richard         Johnson         9049         Michigan Ave         Saint Helen         MI         48656         H 810-441-0810           Incident         Information         Codes         Repair Est.         Medical Treatment         Medical Status           Pl         PD         Cause:4038         Could Not Duplicate Concern         Unknown         S         FSR         Concern:1007 Fired on Safe Release         Unknown         Firearm Information           Mfg.         Type         Model/Ga.         SKU         Serial         Bbl.         DOM           Remington         CF/BA         78 SPORTSMAN/3006 SPRG         N/A         C6220001         XH 12/18/1987           Date         Purchased         Mecre Purchased         Accessories         Original Owner         GUNS GALORE         U           CONCERN: FSR          U         CONCERN: FSR          Ammunition Information - None Defined           Settlement         Release of Claims         Release Date         Reimbursement         Cash ApV         ApV         ApV         APV         APV	<b>RE# 1</b> 323732	Date Opened 10/11/2013	Date Opened 10/14/201			ident Dat	e Pre Lit	Lit Ol	osolete
Incident Richard Johnson 9049 Michigan Ave Saint Helen MI 48656 H 810-441-0810 Incident Information Claims Codes Repair Est. Medical Treatment Medical Status Pl PD Cause:4038 Could Not Duplicate Concern Unknown S FSR Concern:1007 Fired on Safe Release C Per SR00063072 Service Request Section, customer states that the rifle fires when the safety is released. jbi Firearm Information Mfg. Type Model/Ga. SKU Serial Bbl. DOM Remington CF/BA 78 SPORTSMAN/3006 SPRG N/A C6220001 XH 12/18/1987 Date Purchased Where Purchased Accessories Original Owner GUNS GALORE U CONCERN: FSR Ammunition Information - None Defined Other Products Information - None Defined Settlement Release of Claims Release Date Reimbursement Cash Date Network over, and test at 50% discount Repair/Replacement Repair/Replacement Cost Date	Customer Inf	formation							
Incident Information       Codes       Repair Est.       Medical Treatment       Medical Status         PI       Cause:4038       Could Not Duplicate Concern       Unknown       Value	Type Bu	siness First Nam	e Last Name	Street	City	state	e Zip Age	Con	act
Claims       Codes       Repair Est.       Medical Treatment       Medical Status         PI       PD       Cause:4038       Could Not Duplicate Concern       Unknown       Unknown       Vertice Concern:1007 Fired on Safe Release       Vertice Concern:1007 Fired on Safe Release       Unknown       Vertice Concern:1007 Fired on Safe Release       Vertice Concern:1007 Fired on Safe Release       Unknown       Vertice Concern:1007 Fired on Safe Release       Vertice Concern:1007 Fired on Safe       Vertice Concern:1007 Fired on	Incident	Richard	Johnson	9049 Michigan	Ave Saint H	elen MI	48656	H 810-44	1-0810
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PD Cause:4038 Could Not Duplicate Concern S FSR Concern:1007 Fired on Safe Release C Per SR00063072 Service Request Section, customer states that the rifle fires when the safety is released. jbi Firearm Information Mfg. Type Model/Ga. SKU Serial Bbl. DOM Remington CF/BA 78 SPORTSMAN/3006 SPRG N/A C6220001 XH 12/18/1987 Date Purchased Where Purchased Accessories Original Owner GUNS GALORE U CONCERN: FSR Ammunition Information - None Defined Other Products Information - None Defined Settlement Release of Claims Release Date Reimbursement Cash Settlement Release of Claims Release Date Reimbursement Cash Date Date Trigger assembly, check over, and test at 50% discount Repair/Replacement Repair/Replacement Cost Date	Claims		Codes		Repair Est.	Medical	Treatment	Medical	Status
Mfg.       Type       Model/Ga.       SKU       Serial       Bbl.       DOM         Remington       CF/BA       78 SPORTSMAN/3006 SPRG       N/A       C6220001       XH       12/18/1987         Date Purchased       Where Purchased       Accessories       Original Owner       C6220001       XH       12/18/1987         Date Purchased       Where Purchased       Accessories       Original Owner       U       C6220001       XH       12/18/1987         Date Purchased       Where Purchased       Accessories       Original Owner       U       U         CONCERN: FSR       U       U       U       Concernation - None Defined       U       U         Ammunition Information - None Defined       Settlement       Remington/78 SPORTSMAN/CF/BA       Reim. Cash Date       Reim. Cash Date         Settlement       Release of Claims       Release Date       Reimbursement       Cash APV       APV         Offer to replace       trigger assembly, check over, and test at 50% discount       Repair/Replacement       Repair/Replacement       Nate         Repair/Replacement       Cost       Date       Date       Nate       Nate	PD S FSR C	Concern:1007 Fi	red on Safe Re	lease	t the rifle fires			ased. jbi	
Remington       CF/BA       78 SPORTSMAN/3006 SPRG       N/A       C6220001       XH       12/18/1987         Date Purchased       Where Purchased       Accessories       Original Owner       U         GUNS GALORE       U       U       U       U         CONCERN: FSR       U       U       U       U         Ammunition Information - None Defined       U       U       U       U         Other Products Information - None Defined       Settlement       Remington/78 SPORTSMAN/CF/BA       Keim.       Cash Date Date Date Date Cash Original Cash Date Date Cash Date	Firearm Info	rmation							
Date Purchased       Mere Purchased       Accessories       Original Owner         GUNS GALORE       U         CONCERN: FSR       U         Ammunition Information - None Defined       U         Other Products Information - None Defined       V         Settlement       Remington/78 SPORTSMAN/CF/BA         Settlement       Release of Claims       Release Date       Reimbursement       Cash Settlement       Reim.       Cash APV         Offer to replace trigger assembly, check over, and test at 50% discount       Repair/Replacement       Repair/Replacement       Aption	Mfg.	Туре		Model/Ga.		SKU	Serial	Bbl. I	ЮМ
GUNS GALORE       U         CONCERN: FSR       Junt 2000         Ammunition Information - None Defined       Junt 2000         Other Products Information - None Defined       Junt 2000         Settlement       Remington/78 SPORTSMAN/CF/BA         Settlement       Release of Claims       Release Date       Reimbursement       Cash Settlement       Reim.       Cash Date Date         Offer to replace       trigger assembly, check over, and test at 50% discount       Repair/Replacement       Repair/Replacement       Date	Remingto	n CF/BA	A 78 SP	ORTSMAN/3006	SPRG	N/A	C6220001	XH 12/	18/1987
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Other Products Information - None Defined       Settlement       Remington/78 SPORTSMAN/CF/BA         Settlement       Release of Claims       Release Date       Reimbursement       Cash Settlement       Reim, Date       Apv       Apv         Offer to replace trigger assembly, check over, and test at 50% discount       Repair/Replacement       Repair/Replacement       Beair/Replacement       Beair/Replacement <td< td=""><td>CONCERN.</td><td>гэк</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>	CONCERN.	гэк							
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Settlement       Release of Claims       Release Date       Reimbursement       Cash Settlement       Reim Date APV       Cash Date         Offer to replace trigger assembly, check over, and test at 50% discount       Repair/Replacement       Repair/Replacement       Fersion       Fersion       Fersion       Cash Date         Mathematical Section       Repair/Replacement       Repair/Replacement       Bate       Fersion       Fersin       F	Other Produc	ets Information - N	None Defined						
SettlementRelease of ClaimsRelease DateReimbursementCash SettlementReim. DateCash DateOffer to replace trigger assembly, check over, and test at 50% discountRepair/Replacement DateRepair/Replacement DateImage: Cash SettlementRepair Cash SettlementRepair Cash Date	Settlement								
Settlement       Release of Claims       Release Date       Reimbursement       Cash Settlement       Date APV       Date APV         Offer to replace trigger assembly, check over, and test at 50% discount       Repair/Replacement       Repair/Replacement       Explanation         Repair/Replacement       Cost       Date       Date       Explanation			Remi	ngton/78 SPORT	SMAN/CF/B.	A		n .	<b>c</b> 1
trigger assembly, check over, and test at 50% discount Repair/Replacement Cost Date	Settlem	ent Releas	e of Claims	Release Dat	e Reimt	oursemen	f	Date	Date
Cost Date	trigger asse check over,	embly, and test count							
		_	Cost	Date					

10/16/13: Per Ilion, could not duplicate concern. Trigger assembly is dirty. To restore confidence can offer to replace trigger assembly, check over, and test at 1/2 normal cost. jbi 10/18/13: I called customer, he approved quote with credit card. jbi

Examination[Remington/CF/BA]

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Part	Sub-Part	Code	Comment
E	Examiner		<b>B.TRAVIS</b>
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http://cps03sp01.remington.com:99/Remington\_PSA/PrintDisplay.aspx?ID=9297&Type... 10/18/2013

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l	Exam Date		10/14/2013
	Product Type		RF
Examination	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
	Description		22" 3006 SPRG
	Date Code		ХН
	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Not Functioning	BINDS
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
[	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	Select	.014
	Notch	Slightly Worn; Functioning	
	Testa	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	Select	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

http://cps03sp01.remington.com:99/Remington\_PSA/PrintDisplay.aspx?ID=9297&Type... 10/18/2013

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### Quotation

### Remington Service PO Box 700

Madison, NC 27025-0700

www.Remington.com



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 RE00323732	Serial Number / Description C6220001 Model 78-SPORTSMAN Center Fire Caliber:	30 -06 SPRG		Date Rec Estimate Date Pri	Date:	10/11/2 10/14/2 10/18/2	2013
Customer:Return To:RICHARD JOHNSONRICHARD JOHNSON9049 MICHIGAN AVE9049 MICHIGAN AVESAINT HELEN, MI 48656 USSAINT HELEN, MI 48656 US							
Please Circle One: VISA MC DISCO Open Account: R	VER Card No PO Number:		Exp.	Date			
Daytime Phone: (	) Time to the reverse side for your comment	o Call:		Date:			
Reported	Pro PRODUCT SERVICE FOR INSPECTION	blems Found	WARD TO PROI	DUCT SERV	/ICE FOR	INSPE	CTION
could not duplicate concerr /2 normal cost	a. trigger assembly dirty.to restore confidence in a		- ,	-		test fir	e at l
Material Type	ESTIMATE (note: C.O.D./Shipping and Han Description	idling Charges Qty Needed	Warranty	d in this Q Qty From Inv	uote.) Price	Disc	Amount
F305570B         Part           4000114         Service           4000119         Service	X-MARK PRO 700 TRIG ASSB RH BLA GR-SHIPPING & HANDLING (GUN REI GR-TEST	CK (OS) 1	Billable Billable Billable	1 1 1	97.00 17.00 23.00	50 0 50	<b>48.5</b> 0 17.00 11.50
				Est	Total: Sales Tax: nd Total:		77.00 2.91 \$79.91

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## **Service Request**

# Remington Service PO Box 700

Madison, NC 27025-0700

#### www.Remington.com

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XH12/2 Parts and Repairs: P:800-243-9700/F:336-548-7801 This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. ENCLOSE THIS DOCUMENT WITH YOUR RETURN. .014

Service Request Number SR00063072	Serial Number / Description C6220001	02.97	· · · ·	09/30/2013 09/30/2013
51(0005072	Model		Date Trintea.	03/30/2013
Customer:		Destina		1
RICHARD JOHNSON			ns Services Hoefler Ave	
9049 MICHIGAN AVE SAINT HELEN, MI 4			m, NY 13357 US	
SAINT HELEN, MI 4	8050 03	1110	iii, ivi 15557 03	
Email:		Em	ail:	
	e item(s) will be evaluated by our repairman		our warranty policy. If it is your firearm	will be repaired and
returned. If not, you will be co	ontacted with an estimate before work is per	tormed.		
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Reason For Return		- 10 S		and the
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Service Request Section		in the second line with the		The state of the second se
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Model: 78	3-SPORTSM	IAN -		Q
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		<u>.</u>	Sub Total: Est Sales Tax:	.00
RFO	00323732		Est Sales 12x:	.00
I L baser h			Grand Total:	\$.00

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