

Remington Arms Co., Inc.
Product Service
Legal Case #:9430

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
328851	11/26/2013	11/7/2013	12/3/2013	11/5/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Jerry	Clark						
Incident		Lloyd	Kates	512 Dobbin Dr	Paris	KY	40361		H 859-987-2949

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
--------	-------	-------------	-------------------	----------------

PI

PD Cause:4015 Improper Maintenance

S Unexplained Discharge Concern:1006 Unexplained Discharge Safe OFF Unknown

C

11/7/13: I received call from Jerry Clark, he said that he was calling for a friend. The gun owner is Lloyd Kates. Per Jerry Clark, Mr. Kates was at the range and he pushed the safety off and the gun did not fire. He then touched the safety and the gun fired without touching the trigger. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	25803	C6656063	PL	6/11/1991
Date Purchased	Where Purchased	Accessories	Original Owner			
	ARKANSAS IMPORT & DISTRIB. CO.		Y			

CONCERN: DELAYED FIRING

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, replace trigger assembly and repair as needed at 50% discount						
Repair/Replacement Cost	Repair/Replacement Date					

11/7/13: Sending ARS, letter, and SR paperwork. jbi 12/5/13: Per Ilion, "trigger assembly very dirty and sticky causing parts to bind and work sluggish. Can offer to replace trigger assembly, check over and test fire at 1/2 normal

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9430&Type=... 12/9/2013

cost." jbi 12/9/13: Customer called Consumer Service and approved quote with credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/3/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		24" 7MM REM MAG
	Date Code		PL
	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	BINDS
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---	
		Slightly Worn;	

Receiver	Condition	Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY PARTS BIND AND SLUGGISH TRIGGER IS BINDING WILL FOLLOW DOWN
	Pull	---Select---	6#
	Altered	False	SEALANT PRESANT
	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	Serial Number / Description	Date Received:	11/26/2013
RE00328851	C6656063	Estimate Date:	12/03/2013
	Model 700 Center Fire Caliber: 7 MM REM MAG	Date Printed:	12/09/2013

Customer:

LLOYD KATES
512 DOBBIN DR
PARIS, KY 40361 US

Return To:

LLOYD KATES
512 DOBBIN DR
PARIS, KY 40361 US

Please Circle One:

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

Approval Signature:

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

☐ 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

Technician Comments

trigger assembly very dirty and sticky causing parts to bind and work sluggish.can offer to replace trigger assembly,check over 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
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Billable	1	97.00	50	48.50
4000114	Service	GR-SHIPING & 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: 77.00

Est Sales Tax: 2.91

Grand Total: \$79.91

Remington.

2411
PL
6/9
6#
.015

November 7, 2013

9430

COPY

Lloyd Kates
512 Dobbin Dr
Paris, KY 40361
Phone: 859-987-2949

Ref # 9430, Model 700, Serial # C6656063

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

Please include a copy of this letter and service request to put inside the shipping container. The letter 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.

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

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
DEC 05 2013

BY:.....

This Gun has misfired (3) Times within the last year. It seems to misfire when safety is moved on Bolt is Raised up After it did NOT fire when pulling Trigger

T.A. very dirty & sticky causing parts to bind & work sluggish. can often to rep. T.A. check over & rest at 1/2 cost

Serial Number:

C6656063

Model: 700



RE00328851

Remington Drive • P.O. Box 700 • Madison, NC 27025
• www.remington.com

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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

www.Remington.com

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.**

Service Request Number SR00066834	Serial Number / Description C6656063 Model 700 RIFLE	Date of Request: 11/07/2013 Date Printed: 11/07/2013
Customer: LLOYD KATES 512 DOBBIN DR PARIS, KY 40361 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email:	Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Product Service # 9430. jbi

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
----------	------	-------------	---------------	----------	-------	------	--------

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

ARS LABEL REQUEST FORM

DATE: 11/07/2013	Service Request # SR00066834
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: irvingjb	
email address: I will mail	

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

LABEL INFORMATION

MAIL LABEL TO:	LLOYD KATES 512 DOBBIN DR PARIS, KY 40361 US SR00066834 Email:
RETURN ITEM TO:	ILN Arms Services



4XX686 NOV 7, 2013 ALL CURR USD 1 OF 1
 SVC GNDGDM ACT WT 10.0 LBS
 TRACKING# 1Z4XX6869066499173
 REF 1:SR00066834
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE - PIECE PUB RATE CHRG:		
DV 0.00	CD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.34		PUB + HANDLING 10.34

ATTN: Product Service







