

Remington Arms Co., Inc.
Product Service
Legal Case #:9696

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
333104	1/8/2014	12/16/2013	1/9/2014	12/14/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Buddy	Earnesty	281 Grant 9	Sheridan	AR	72150		H 870-917-7579

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S FBC	Concern:1008	Fired on Bolt Closing		
C				

12/16/13: Customer called in. He stated that he was using rifle on 12/14/13 and it fired when he closed the bolt - no damage, no injury. He stated that he "saw on the internet where your guns are misfiring and I want mine fixed". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25771	C6511370	AK	3/1/1990
Date Purchased	Where Purchased	Accessories	Original Owner			
	ARKANSAS IMPORT & DISTRIB. CO.		N			

CONCERN: FBC

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 @ a
discount

Repair/Replacement Cost	Repair/Replacement Date

12/17/13: Mailed ARS, letter, SR paperwork. Box order# 1577222. df 1/10/14: Per Ilion - Could not duplicate concern. TA set screws altered. Can offer to replace TA, check over & test at 1/2 cost - quote. df 1/27/14: Customer called & spoke w/a CSR - apprvd & pd quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	1/9/2014	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	22" 270 WIN	
	Date Code	AK	
	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	STANDARD SAFETY	
	Function	Like new; Functioning	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	3#
	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

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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.

Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.

Customer:

BUDDY EARNESTY
281 GRANT 9
SHERIDAN, AR 72150 US

Item Return To:

BUDDY EARNESTY
281 GRANT 9
SHERIDAN, AR 72150 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.

Repair Number	Serial Number / Description	Date Received:
RE00333104	C6511370	01/08/2014
	Model: 700 270 WIN Caliber BOLT Action RIFLE MfgBy:	Estimate Date:
	Remington-USA	01/27/2014
		Date Printed:
		1/30/2014

Reported

R014 - Service Request

Problems

Found

S056 - FEATURE-TRIGGER ADJUSTMENT SCREWS ALTERED

Technician Comments:

could not duplicate concern. trigger assembly set screws altered. can offer to replace trigger assembly, check over and test fire at 1/2 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	99.91	50	49.96
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

PAID
1/27/14

Sub Total: 78.46
Est Sales Tax: 3.63
Grand Total: \$82.08

Remington®

22"
AK3/C
J#
011

COPY

December 16, 2013

9696

Buddy Earnesty
281 Grant 9
Sheridan, AR 72150
Phone: 870-917-7579

Ref # 9696, Model 700, Serial # C6511370

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. The shipping label is for a UPS Hub or UPS Terminal. A shipping box will arrive separately.

Please include a copy of this letter, repair 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".

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 ext. 8686
Fax: 336-548-7872

Serial
Number:

C6511370

Model: 700



RE00333104

could not dup concern
T.A. Set screws & it - can
often to dry. T.A. check
over & test at 1/2 cost

RECEIVED
JAN 10 2014

BY:.....

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

PS 32012

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 SR00071294	Serial Number / Description C6511370 Model 700 RIFLE Caliber: 270	Date of Request: 12/17/2013 Date Printed: 12/17/2013
Customer: BUDDY EARNESTY 281 GRANT 9 SHERIDAN, AR 72150 US Email:	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US 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.

I Bolted IN A shell!

The Rifle discharged when

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Product Service # 9696. dmf

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: 12/17/2013	Service Request # SR00071294
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm email address: I WILL MAIL LABEL	

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

MAIL LABEL TO:	BUDDY EARNESTY 281 GRANT 9 SHERIDAN, AR 72150 US SR00071294 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 17, 2013 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066739903
REF 1:SR00071294
REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 0.50
DV 0.00	COD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	
TOT PUB CHG 11.68		PUB+HANDLING 11.68

ATTN: Product Service







