

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9757

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
336874	2/6/2014	12/31/2013	2/7/2014	12/30/2013			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Ketter	1618 N. Stoney Pt.	Wichita	KS	67212		H 316-209-7077 E dlketter@att.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

12/31/13: Customer called in. He stated he bought gun about 5 yrs. ago. He stated he used it for the 1st time on 12/30/13 & it fired on safe release - no injury, no damage. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	27478	G6214061	BW	1/4/2002 8:48:32 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		Y			

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				

1/2/13: Emailed ARS, letter, SR paperwork. Box order# 1582243. df 2/7/14: Per Ilion - to restore confidence in rifle can offer to replace trigger assembly, check over and test fire at 1/2 cost - quote. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/7/2014
	Product Type		RF

	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		BW
	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	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	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

Page: 1

**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:

DAVID KETTER  
1618 N STONEY PT  
WICHITA, KS 67212 US

### Item Return To:

DAVID KETTER  
1618 N STONEY PT  
WICHITA, KS 67212 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

RE00336874

### Serial Number / Description

G6214061

Model: 700 30-06 SPRG Caliber BOLT Action RIFLE

MfgBy: Remington-USA

Date Received: 02/06/2014

Estimate Date: 02/10/2014

Date Printed: 2/10/2014

### Problems

#### Reported

R014 - Service Request

#### Found

X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

### Technician Comments

to restore confidence in rifle 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

Sub Total: 78.46

Est Sales Tax: 3.84

Grand Total: \$82.30



December 31, 2013

David Ketter  
1618 N. Stoney Pt.  
Wichita, KS 67212  
Phone: 316-209-7077  
Email: dlketter@att.net

Ref # 9757, Model 700, Serial# G6214061

A prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and repair will arrive in a separate email on Jan. 2nd. The shipping label is for a UPS Hub or UPS Terminal. A shipping box will arrive separately.

**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 and will contact me with the results.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co, LLC  
Phone: 1-800-243-9700 ext. 8686 or 336-548-8686  
Fax: 336-548-7872 or 7883

enclosure

Remington Arms Company, LLC • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

# *Remington.*<sup>®</sup>

COPY

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enclosure

Remington Arms Company, LLC • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 32726

# 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](http://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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

<b>Service Request Number</b> SR00072744	<b>Serial Number / Description</b> G6214061 Model 700 Center Fire Caliber: 3006	<b>Date of Request:</b> 12/31/2013 <b>Date Printed:</b> 12/31/2013
<b>Customer:</b> DAVID KETTER 1618 N. STONEY PT. WICHITA, KS 67212 US  Email: dlketter@att.net	<b>Destination:</b> 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.

## Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

## Service Request Section

Product Service # 9757. dmf

## Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

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.**

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----------	------	-------------	---------------	----------	-------	------	--------

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

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email ([info@remington.com](mailto:info@remington.com) <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

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Arms Services  
SR# SR00072744  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Product Service





**Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** dlketter@att.net  
**Sent:** Tuesday, December 31, 2013 4:03 PM  
**Subject:** Relayed: Message relayed (dlketter@att.net)

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

[dlketter@att.net](mailto:dlketter@att.net)

**Subject:**

## ARS LABEL REQUEST FORM

DATE:	12/31/2013	Service Request #	SR00072744
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fuchandm email address:		

**Business:**

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

### LABEL INFORMATION

**MAIL LABEL TO:**

DAVID KEETER  
1618 N. STONEY PT.  
WICHITA, KS 67212 US  
SR00072744

Email: dkeeter@att.net

*mailed - PCG*

**RETURN ITEM TO:**

**ILN**

Arms Services



4XX586 JAN 2, 2014 ALL CHRG USD 1 OF 1  
SVC GNDGUM ACT WT 10.0 LBS  
TRACKING# 124XX6868086710187  
REF 1:SR00072744  
REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 1.00
DV 0.00	GDD 0.00	SD 0.00
DD 0.00	DDO 0.00	SP 0.00
AM 0.00	PR 0.00	
TOT PUB CHG 12.10	PUB + HANDLING	12.10

**ATTN: Product Service**









