

Remington Arms Co., Inc.
Product Service
Legal Case #:9695

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
332874	1/7/2014	12/16/2013	1/8/2014	12/10/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Ralston Police Dept.	Attn: Sgt. Bish	Ralston Police	7400 Main St.	Ralston	NE	68127		W 402-331-1786 E bbishop@cityofralston.com

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: Sgt. Bishop called in. He stated his department has used this rifle as a sniper rifle during 15 degree weather & the rifle fired when the sniper closed the bolt on 12/10/13. He stated they have been able to duplicate this issue in cold weather. He stated they are using the Remington 40-X trigger and it has worked fine for 6 months & that's the only trigger they want in the rifle. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	n/a	G7125816	RG3	
Date Purchased	Where Purchased	Accessories	Original Owner			
	RALSTON POLICE DEPT	SCOPE BASE	Y			

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 - Repair at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$52					

12/17/13: Emailed ARS, letter, SR paperwork. df 1/10/14: Per Ilion - Could not duplicate concern as received. Trigger assemb. has a sticky lube residue. To restore confidence in rifle will replace TA, check over & test at n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/8/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 308 WIN VTR 5-R
	Date Code		RG3
	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	STICKS
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---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SEALANT MISSING ON OVERTRAVEL SCREW 40X TPA
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

Remington®

2611
263
11/12
2.54
2.12

December 16, 2013

9695

Ralston Police Dept.
Attn: Sgt. Bishop
7400 Main St.
Ralston, NE 68127
Phone: 402-331-1786
Email: bbishop@cityofralston.com

Ref # 9695, Model 700, Serial# G7125816

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

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.

RECEIVED
JAN 10 2014

BY:.....

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

Serial
Number:

G7125816

Model: 700



RE00332874

could not find concern as rec'd
trig. Assm has a sticky lube
residue. To restore confidence
in rifle will Mr. T.A. check
over & test at H/c

260974

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Phone 800-243-9700 • www.remington.com

PS 33572



POLICE DEPARTMENT . . . CITY OF RALSTON

7400 MAIN STREET RALSTON, NE 68127
OFFICE: (402) 331-1786 FAX: (402) 331-0765
AFTER OFFICE HOURS: (402) 444-5802

Ronald D. Murtaugh
Chief of Police

Remington Arms Company
Product Services / Arms Services
14 Hoefler Ave.
Ilion, NY 13357

To Whom It May Concern:


This rifle is being submitted for inspection and possible repair. The following is an account of what occurred:

This rifle is deployed as a police sniper rifle. The trigger assembly was replaced by a Remington Certified Armorer. The original XMark Pro was replaced with a 40X trigger, which was purchased directly from Remington. Last week, our sniper was training with the rifle in 10 degree weather when the weapon malfunctioned. He pulled the trigger, the gun failed to fire immediately. He lifted his head from the weapon and it fired. This was approximately 3 seconds after the trigger was pulled. He cycled the bolt and the gun immediately fired as soon as the bolt was in battery. This occurred four or five times consecutively. The gun was immediately taken out of action.

I, as the Remington Armorer, was able to replicate this failure. I placed the weapon outside in 15 degree weather and had the same issues. I stripped down the weapon and noticed the trigger assembly was extremely "gummed up" with solvents, oils, etc. This is obviously a maintenance issue and not a manufacturer issue. Once I properly cleaned and oiled the weapon it performed well. However, that being said, I am returning the weapon for inspection by the factory due to the nature in which it is being used.

If the trigger assembly does need to be replaced, it must be replaced with a 40X trigger. If you have any questions regarding this weapon, please feel free to contact me at the above listed number.

Regards,


Sgt. Blair Bishop
Ralston Police Department
Ralston, NE

Service Request

Remington Service
PO Box 700

PO Box 700

Madison, NC 27025-0700

[illegible]

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.**PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

[illegible]

Remington®

December 16, 2013

12/17/13
Emailed to CASH.

Ralston Police Dept.
Attn: Sgt. Bishop
7400 Main St.
Ralston, NE 68127
Phone: 402-331-1786
Email: bbishop@cityofralston.com

Ref # 9695, Model 700, Serial# G7125816

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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

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Phone 800-243-9700 • www.remington.com

PS 33575

Remington.[®]

COPY

December 16, 2013

Ralston Police Dept.
Attn: Sgt. Bishop
7400 Main St.
Ralston, NE 68127
Phone: 402-331-1786
Email: bbishop@cityofralston.com

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enclosure

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Phone 800-243-9700 • www.remington.com

PS 33576

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

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Service Request Number SR00071285	Serial Number / Description G7125816 Model 700 Center Fire Caliber: 308	Date of Request: 12/17/2013 Date Printed: 12/17/2013
Customer: RALSTON POLICE DEPT. ATTN: SGT. BISHOP 7400 MAIN ST. RALSTON, NE 68127 US Email: bbishop@cityofralston.com	Destination: Arms Services 14 Hoefler Ave Illion, 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 # 9695. dmf

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

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.**

Service Request Number SR00071285	Serial Number / Description G7125816 Model 700 Center Fire Caliber: 308	Date of Request: 12/17/2013 Date Printed: 12/17/2013
Customer: RALSTON POLICE DEPT. ATTN: SGT. BISHOP 7400 MAIN ST. RALSTON, NE 68127 US Email: bbishop@cityofralston.com	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:	

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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	

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>>) 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)

Arms Services
SR# SR00071285
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service



Fulcher, Dell Marie

From: postmaster@remington.com
To: bbishop@cityofralston.com
Sent: Tuesday, December 17, 2013 9:31 AM
Subject: Relayed: Message relayed (bbishop@cityofralston.com)

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

bbishop@cityofralston.com

Subject:

ARS LABEL REQUEST FORM

DATE:	12/17/2013	Service Request #	SR00071285
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm email address:		

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

MAIL LABEL TO:	RALSTON POLICE DEPT. ATTN: SGT. BISHOP 7400 MAIN ST. SR00071285 RALSTON, NE 68127 US Email: bbishop@cityofralston.com
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 17, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969086070796
 REF 1:SR00071285
 REF 2:

 HANDLING CHARGE 0.00 SVC T/P USD
 SINGLE - PIECE PUB RATE CHRG: RS 1.00
 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 12.18 PUB + HANDLING 12.18

ATTN: Product Service



