

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9400

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 327936 | 11/18/2013  | 10/31/2013      | 11/20/2013  | 10/28/2013    |         |     |          |

## Customer Information

| Type     | Business           | First Name    | Last Name       | Street          | City       | State | Zip   | Age | Contact   |
|----------|--------------------|---------------|-----------------|-----------------|------------|-------|-------|-----|---|
| Reporter | S&K Sporting Goods | Attn: Kenneth | S&K Sporting Go | 1910 Duvall Rd. | Chatsworth | GA    | 30705 |     | W 706-517-2494<br>E<br>sandksporting@windstream.net |

## Incident Information

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

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|                      |                            |  |         |  |
|----------------------|----------------------------|--|---------|--|
| FBC while dry firing | Cause:4006<br>Concern:1008 | Altered Adjustments or Components<br>Fired on Bolt Closing | Unknown |  |
|----------------------|----------------------------|--|---------|--|

10/31/13: Dealer called in. He stated his customer brought the rifle to him & said the rifle fired when closing the bolt while dry firing at home on 10/28/13 - no damage, no injury. df

## Firearm Information

| Mfg.      | Type  | Model/Ga.   | SKU   | Serial   | Bbl. | DOM                    |
|-----------|-------|-------------|-------|----------|------|------------------------|
| Remington | CF/BA | 700/300 RUM | 25971 | S6381440 | EU   | 10/27/2000 10:25:34 PM |

  

| Date Purchased | Where Purchased   | Accessories | Original Owner |
|----------------|-------------------|-------------|----------------|
|                | HENRYS TACKLE LLC | SCOPE BASE  | U              |

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 |                   |              |               |                 |                |               |

  

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
|                         |                         |

11/4/13: Mailed ARS, letter & SR paperwork to dealer. df 11/22/13: Per Ilion - TA set screws altered. Trigger not returning properly. Replace TA, check over & test at 1/2 cost - quote. df 12/2/13: Spoke w/Kenneth @ store. He apprvd & pd w/CC#. I mailed him a copy of quote stamped Paid. df

[http://cps03sp01.remington.com:99/Remington\\_PSA/PrintDisplay.aspx?ID=9400&Type=...](http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9400&Type=...) 12/2/2013

Examination[Remington/CF/BA]

| Part        | Sub-Part               | Code                              | Comment         |
|-------------|------------------------|-----------------------------------|-----------------|
| Examination | Examiner               |                                   | B.TRAVIS        |
|             | Exam Date              |                                   | 11/20/2013      |
|             | Product Type           |                                   | RF              |
|             | Action Type            |                                   | A               |
|             | Assigned To            |                                   | S.NICHOLS       |
| Cause       | 4006                   | Altered Adjustments or Components |                 |
| Barrel      | Description            |                                   | 26" 300 RUM SS  |
|             | Date Code              |                                   | EU              |
|             | 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; Not 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--                        | .012            |
|             | Notch                  | Slightly Worn; Functioning        |                 |
|             | Tests                  | Test Fired                        | False           |

|              |              |                                |  |
|--------------|--------------|--------------------------------|--|
| Feeding Test |              | False                          |  |
| Trigger      | Condition    | Slightly Worn; Not Functioning | TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN |
|              | Pull         | ---Select---                   | 2.5#   |
|              | 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

**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.**

|                      |  |                                  |
|----------------------|--|----------------------------------|
| <b>Repair Number</b> | <b>Serial Number / Description</b>         | <b>Date Received:</b>            |
| RE00327936           | S6381440                                   | 11/18/2013                       |
|                      | Model 700 RIFLE Caliber: 300 REM ULTRA MAG | <b>Estimate Date:</b> 11/21/2013 |
|                      |  | <b>Date Printed:</b> 12/02/2013  |

### Customer:

S&K SPORTING GOODS  
ATTN: KENNETH  
1910 DUVALL RD.  
CHATSWORTH, GA 30705 US

### Return To:

S&K SPORTING GOODS  
ATTN: KENNETH  
1910 DUVALL RD.  
CHATSWORTH, GA 30705 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.

### Problems

#### Reported

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

#### Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

### Technician Comments

trigger assembly set screws altered and trigger is not returning properly.replace trigger assembly,check over and test fire at 1/2 normal cost.

| Material | Type    | Description                             | ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.) |          |              |       |      |        |
|----------|---------|---|---|----------|--------------|-------|------|--------|
|          |         |   | Qty Needed  | Warranty | Qty From Inv | Price | Disc | Amount |
| F305571B | Part    | 700 X-MARK PRO TRIG ASSB RH SILVER (OS) | 1   | Billable | 1            | 97.00 | 50   | 48.50  |
| 4000114  | Service | GR-SHIPPING & HANDLING (GUN REPAIR)     | 1   | Billable | 1            | 17.00 | 0    | 17.00  |
| 4000119  | Service | GR-TEST                                 | 1   | Billable | 1            | 23.00 | 50   | 11.50  |

12/2/13 df

Paid w/credit card (visa)

**Sub Total:** 77.00  
**Est Sales Tax:** 2.91

**Grand Total:** \$79.91

# Remington®

2611  
EU 10/20  
2.5#  
012

October 31, 2013

9400

S&K Sporting Goods  
Attn: Kenneth  
1910 Duvall Rd.  
Chatsworth, GA 30705  
Phone: 706-517-2494

Ref # 9400, Model 700, Serial # S6381440

Enclosed is a prepaid UPS shipping label to cover shipment of the above listed firearm to our factory.

**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.**

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

RECEIVED  
NOV 22 2013

BY:.....

Serial  
Number:

S6381440

Model: 700



RE00327936

T.D. Setscrews alt. may not  
fit properly. Rep. T.D. check  
over + test AT 1/2 cost

Q

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

PS 33705

|  |  |                                   |                   |
|--|--|-----------------------------------|-------------------|
| <b>Model Number:</b><br>700  |  | <b>Serial Number:</b><br>S6381440 |                   |
| <b>Name:</b><br>S+K Sporting Goods   |  | <b>Date of Purchase:</b>          |                   |
| <b>Address (no PO Boxes):</b><br>1910 DUNN RD  |  |                                   |                   |
| <b>City:</b><br>Chatsworth   |  | <b>State:</b> MA                  | <b>Zip:</b> 01305 |
| <b>Phone (Daytime):</b><br>706-517-2494  |  | <b>Fax:</b> SAME                  |                   |
| <b>E-mail Address:</b> S+K Sportng@windstream.net  |  |                                   |                   |
| <b>Please describe your problem:</b><br><br>Gun is discharging when bolt shell is in chamber.  |  |                                   |                   |
| 500 characters left  |  |                                   |                   |
| <b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.  |  |                                   |                   |
| <b>WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</b>  |  |                                   |                   |
| :: Record the serial number of your firearm before sending it.<br>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)<br>:: Remove all accessories from your firearm to prevent loss or damage.<br>:: Ship your <del>INCURED</del> firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. |  |                                   |                   |

Use our  
UPS label

## 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.**

[illegible]

## ARS LABEL REQUEST FORM

|                                |   |
|--------------------------------|---|
| <b>DATE:</b> 11/04/2013        | <b>Service Request #</b> SR00066374     |
| <b>QUANTITY:</b> 1             | <b>WEIGHT PER PACKAGE:</b> 10 LBS       |
| <b>REQUESTED BY:</b> fulcherdm | <b>email address:</b> I WILL MAIL LABEL |

**Business:**

Remington Service  
 PO Box 700  
 Madison, NC 27025-0700  
[www.Remington.com](http://www.Remington.com)

### LABEL INFORMATION

|                        |  |
|------------------------|--|
| <b>MAIL LABEL TO:</b>  | S&K SPORTING GOODS<br>ATTN: KENNETH<br>1910 DUVAL RD.<br>SR00066374<br>CHATSWORTH, GA 30705 US<br>Email: |
| <b>RETURN ITEM TO:</b> | <b>ILN</b><br>Arms Services  |



4XX696 NOV 4, 2013 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX6969066832661  
 REF 1:SR00066374  
 REF 2:  
 HANDLING CHARGE 0.00  
 SINGLE - PIECE PUB RATE CHRG: SVC T/P USD  
 DV 0.00 COD 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 11.01 PUB+ HANDLING 11.01

**ATTN: Product Service**











