

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9492

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
330314	12/10/2013	11/18/2013	1/2/2014	11/17/2013			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jonathan	Santee	2441 NW 164th Terrace	Edmond	OK	73013		H 405-651-0262 E jonathan.santee@gmail.com

## Incident Information

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

11/18/13: Customer called in. He stated on 11/17/13 he had finished hunting, was unloading gun & the gun fired on safe release & the recoil cut his thumb - no medical treatment, no damage. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6698332	BV	1/19/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	ALL SPTS SUP PORTLAND OR	SCOPE BASE,BOTTOM HALF RINGS	N			

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
Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46					

11/19/13: Emailed ARS, letter, SR paperwork. Box order# 1564517. df 1/2/14: Replace TA, clean & test under BLM @ n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/11/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		BV
	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	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		BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Lift	---Select---	.006
		Slightly Worn;	

Sear	Notch	Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY
	Pull	---Select---	5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF RINGS

# 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> RE00330314	<b>Serial Number / Description</b> A6698332 Model 700 Center Fire Caliber: 270 WIN	<b>Date Received:</b> 12/10/2013 <b>Estimate Date:</b> 01/02/2014 <b>Date Printed:</b> 01/02/2014
<b>Customer:</b> JONATHAN SANTEE 2441 NW 164TH TERRACE EDMOND, OK 73013 US	<b>Return To:</b> JONATHAN SANTEE 2441 NW 164TH TERRACE EDMOND, OK 73013 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.

### Problems

<b>Reported</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	<b>Found</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
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### Technician Comments

replace trigger assembly,check over and test fire under bolt lock program at no charge good-will gesture

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	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0	.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$ .00

22"  
BV1/79  
5H  
.006

\_\_\_\_\_

RECEIVED  
DEC 12 2013

BY: \_\_\_\_\_

# Remington®

November 18, 2013

11/19/13  
e-mailed to  
cust.

Jonathan Santee  
2441 NW 164<sup>th</sup> Terrace  
Edmond, OK 73013  
Phone: 405-651-0262  
Email: jonathan.santee@gmail.com

Ref # 9492, Model 700, Serial# A6698332

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. A 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 and repairing 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)

PS 33735

# *Remington*®

COPY

November 18, 2013

Jonathan Santee  
2441 NW 164<sup>th</sup> Terrace  
Edmond, OK 73013  
Phone: 405-651-0262  
Email: jonathan.santee@gmail.com

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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

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

PS 33736





# 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.**

<b>Service Request Number</b> SR00068205	<b>Serial Number / Description</b> A6698332 Model 700 Center Fire Caliber: 270	<b>Date of Request:</b> 11/19/2013 <b>Date Printed:</b> 11/19/2013
<b>Customer:</b> JONATHAN SANTEE 2441 NW 164TH TERRACE EDMOND, OK 73013 US  Email: jonathan.santee@gmail.com	<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 # 9492. 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

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# SR00068205  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Product Service



**Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** jonathan.santee@gmail.com  
**Sent:** Tuesday, November 19, 2013 1:43 PM  
**Subject:** Relayed: Message relayed (jonathan.santee@gmail.com)

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

jonathan.santee@gmail.com

**Subject:**

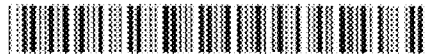
## ARS LABEL REQUEST FORM

DATE:	11/19/2013	Service Request #	SR00000205
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	email address:		

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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## LABEL INFORMATION

<b>MAIL LABEL TO:</b>	JONATHAN Santee 241 NW 16TH TERRACE EDMOND, OK 73013 US SR00000205 Email: jonathan.santee@gmail.com
<b>RETURN ITEM TO:</b>	ILN Aris Services



400000 NOV 19, 2013 ALL CURR USD 1 OF 1  
 SVC GRACOM ACT WT 10.0 LBS  
 TRACKING 124X000000000177503  
 REF 1: SR00000205  
 REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC TYP USD
BY 0.00	COO 0.00	BS 1.00
DC 0.00	DOD 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 12.18		PUB+HANDLING 12.18

ATTN: Product Service
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