		Produ	Arms Co., Inc ct Service Case #:4914			
Case Information RE# Date Op 218233 1/10/2 Customer Information	•		Date Closed 1/11/2011	Incident Da	ite Pre Lit	Lit Obsolete
Type Business Fi	irst Name Last Name	Street	City	State Zip	Age	Contact
Incident	Tom Nichols Sr. 2	23829 Linne	Clinton Twp.	MI 48035		8-310-9417 @prestigeeng.com
Incident Information						
Claims PI	Codes		Reg	bair Est. Med	lical Treatment	Medical Status
PD Cause	:4006 Altered Adjustme rn:1007 Fired on Safe Re	•	onents		Unknown	
	nail. He stated 2 yrs ago h injury. He wants the x ma				k it off Safe. Sta	ted it happened
Firearm Information			9 - A.			
Mfg. Remington	Туре CF/BA		Model/G a 700/270 W			Bbl. DOM
Date Purchased	Where Purchas ERRYS SPORT CTR MO		Accessorie	es Original C U	wner	
CONCERN:FSR						
Ammunition Informat	ion - None Defined					·
Other Products Inform	ation - None Defined					
Settlement						
		Remingto	n/700/CF/BA			
Settlement	Release of Claims	Releas	e Date R	eimbursement	Cash Settlement	Reim. Cash Date Date APV APV
Per Ilion - Quote to repair under BLM program						
	Repair/Replacement Cost	Repair/Re Da				
	\$45.40	1/20/	2011			
	, letter, form. df 1/20/11: m - quote. I emailed quot			I. TA set screws	altered. Replace	e TA, clean & test

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/11/2011
Examination	Product Type		RF
	Action Type		Α
	Assigned To		T.NAGLE

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4914&Type=Case

1/20/2011

Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 270 WIN
	Date Code		DZ
	Bore Plugged	Faise	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
······	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	Select	·····
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Not Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M/700 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.008
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN
Triggar	Pull	Select	4.5#
Trigger	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4914&Type=Case

1/20/2011

BARBER - Kinzer PPS GAL RE 0011709

			ton Dr. P.O. E , NC 27025-0	3ox 700			STIMATIN REPORT
ts/Repairs	rs 800-243-9700 Matson, ive 27025-0 336-548-7801 www.remington.com info@			com			
	L PRICES OUOTED ARE IN EXCHANGE FOR REPLACED PARTS						
SATISFACTOR	Y, PLEASE APPROVE BY SIG RECEIPT OF APPROVAL. I	IMATE TO REPAIR, RECONDITIO INING BELOW AND RETURNING F WE DO NOT RECEIVE YOUR A	TO THE ABOV	E ADDRESS.	REPAIR TO	TAKE APPRC	XIMATELY (4)
Repair Ord	er Number	Description/Serial N	umber		Date R	eceived -	1/10/2011
RE0021823 Account # -		A6201715				ite Date - nt Date -	1/14/2011 1/20/2011
Customer TOM NIC 23829 LIN				Return T TOM NI 23829 LI	CHOLS		
CLINTON	N TOWNSHIP. MI 480)35 US		CLINTO	N TOWN	NSHIP. MI	48035 US
Phone (H) Phone (W)	(248)-310-9417		Fax Email	tnichols@	prestigeer	ig.com	
	AMEX DISCOVER	Card No		Exp.	Date		
Daytime Pho	one ()	Time To Call		Op	en Acct. <u>R</u>	<u></u>	
						Date _	
If Yo	u Desire Any Change Pleas	se Use The Reverse Side For Ye			This Box		
		Notice: We process checks ele Probl					
			Found				
M123	FORWARD TO P FOR INSPECTIO	RODUCT SERVICE	M123	FORV	WARD TC	PRODUC	T SERVICE F
		Technician's	Comments :>				
ProblemNo		trigger assm set screws alter. \$20.00 + shipping	red.replace ti	rigger plate	assm,clear	n and test fi	re under bolt
Material	an an an ann an ann an an ann an ann an	O.D./Shipping and Handling	an a	?;~;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;	al (111) an an Education A Third and a star for	- and a state of the state of the state	بالالزكينا بالايكا الككانيا بالياريني والمتلاطية
material	<u># Material Description</u>		Qty	<u>Warranty</u> <u>Y/N</u>	<u>Price/</u> <u>Unit</u>	<u>Discount</u> <u>Percent</u>	<u>Extended</u> <u>Amt</u>
	B X-MARK PRO 700	TRIG ASSB RH BLACK (C) 1	Y	\$94.00	0%	\$0.00
F305570 Service							
F305570 Service 4000114	GR-SHIPPING & HA	I'RIG ASSB RH BLACK (C ANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
F305570 Service	GR-SHIPPING & HA GR-LABOR						
F305570 Service 4000114 4000116	GR-SHIPPING & H GR-LABOR		1 1	N N	\$17.00 \$20.00	0% 0% 0%	\$17.00 \$20.00

~

\$37.00

Grand Total:

Fulcher, Dell Marie

From: To: Sent: Subject:

Δ.

Tom Nichols [tnichols@prestigeeng.com] Fulcher, Dell Marie Friday, January 21, 2011 11:44 AM Read: Tom Nichols - Remington Ref# 4914

Your message was read on Friday, January 21, 2011 11:43:55 AM (GMT-05:00) Eastern Time (US & Canada).

Copy

491

November 1, 2010

Tom Nichols Sr. 23829 Linne Clinton Twp, MI 48035 Ph: 248-310-9417

Ref: #4914

Dear Mr. Nichols,

201715

RE0021823

Madel:

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. The letter inside is 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 boxes with the name "Supry". Mr. Supry will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely, D. Fulcher Consumer Affairs Administrator Remington, H&R, Marlin Phone: 1-800-243-9700 Fax: 336-548-7872

JAN _ 2011 BY:

will follow dowin. T.A. Set Screws + Hered Rephace TPA, cleAN + Test fize under BCP for \$ 20.00+ ship

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025 Phone 800-243-9700 • www.remington.com

Model Number: Serial Number: .270 A6201715 700 Date of Purchase: Name: om Nichols Address (no PO Boxes): 23829 Zip: 48035 City: State: Ni Fax: (Daytime): 248 310 941 E-mail Address: Wichols @ prestigee Please describe your problem: 11 or 2 Gun misfired Twice taking the safety off. Temp 18-2-F. Duplicated Inside with No shell. Firing Pin went Forward Moving the safety From Safe To Hot. This happened Nov 2007. I Brought the gun to a Cocal Gun Shop p They said they fixed it. a fter seeing the special I Thought it may be of interest. Please Review & see 500 what you can do characters left - OVER characters left **NOTE:** Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time. 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. :: Record the serial number of your firearm before sending it. :: 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.) :: Remove all accessories from your firearm to prevent loss or damage. :: Ship your INSURED 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. Print Reset

http://www.remington.com/asp/general_repair_form.asp

10/29/2010

Id Like to give to myson in the Nauy Merry Christmas + Happy New year

Tonh 29 Declo

P.S. Sorry For the Delay Hundry Season in Michigan

4914

101026-000035 Status	Discussion Thread	
Jpdated	Customer (Tom Nichols)	10/31/2010 10:26 PM
Assigned To Administrators	Dell, Thank you for the quick response. Listed below is the information requested.	
Dell -	Tom Nichols Sr. 23829 Linne	
Product Trearms	Clinton Township , MI 48035	
LA	(248) 310-9417	
lot specified	.270 Win Serial No. A6201715	
Dueue SR	My only expectation has not changed from the time I bought the Model 700. T this down to my son at some point who is currently in the Navy. From what I h away from the current mechanism is the X mark pro. Can this be retrofitted? Can someone give me a call to discuss my options prior to	ave learned the only true break
ate Created 0/26/2010 08:42 AM	you for your time.	Sending the gun back! Thank
iitial Response	Best regards, Tom Nichols	
0/29/2010 01:21 PM		
ast Updated 0/31/2010 10:26 PM	Prestige Group (248) 310-9417 mobile	
	(586) 573-3070 office	
ustomer SmartSense	(586) 573-9608 fax www.prestigeeng.com	
1 (on -3 to +3 scale)		
taff SmartSense	From: Remington Information [mailto: <u>info@remington.com]</u> Sent: Friday, October 29, 2010 1:21 PM	
1 (on -3 to +3 scale)	To: tnichols@prestigeeng.com	
	Subject: i have a defective Gun [Incident: 101026-000035]	
	Response (Dell -)	10/29/2010 01:21 PI
	Dear Mr. Nichols, We would like the rifle to come into our Product Services Department at our fa	
	reply back to me with the serial number of the rifle, caliber, your mailing addre would like to send you a pre-paid shipping label for UPS to have the firearm c that you can fill out to let the examiner know exactly what happened, when thi expecting.	ome in. I will also include a form
	Sincerely, Dell	
	Note (Daniel -)	10/26/2010 11:35 AM
	fwd to dell	
	Customer (Tom Nichols)	10/26/2010 08:42 AM
	To whom it may concern,	
	I have a Remington 700 series .270. 2 years ago it fired taking the safety off th (bummer) and once unloading in the same day. Honestly the first time I thoug with my gloves on. Upon leaving the woods for the day and unloading, it went fixed, but will likely never take this gun out hunting again. Is there a fix or woul know If it helps figure out what is happening, its better then sitting in a case malfunction in the hotel room. As you can imagine my hunting party was a little near the road and I needed to redeem myself. Please let me know and thank of the second sec	ht I must have hit the trigger off again. I'd love to get this Id you like to review? Let me e. I was able to duplicate the e angry when that gun went off
	Best regards,	
	Tom Nichols	
	Executive Vice President	
	Prestige Group (248) 310-9417 mobile	
	www.prestigeeng.com	
	Primary Contact	
	Primary Contact	
	First Name: Tom Last Name: Nichols	
	First Name: Tom Last Name: Nichols Organization:	
	First Name: Tom Last Name: Nichols Organization: Login: tnichols@prestigeeng.com Title:	
	First Name: Tom Last Name: Nichols Organization: Login: tnichols@prestigeeng.com	
	First Name: Tom Last Name: Nichols Organization: Login: tnichols@prestigeeng.com Title:	

http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_si... 11/1/2010

Remington.

www.remington.com

Remington Arms Company, Inc. 870 Remington Drive P. O. Box 700 Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:		11/1/2010	REQUESTED BY:	Dell
QUANTITY:		1	WEIGHT PER PACH	(A) 10 lbs
RIEASE(CHECKONE MEDIA COORDINATOR TO MAIL			I WILL MAIL	XXXXXX
DESCRIPTION:	Ref# 4914 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Tom Nichols Sr. 23829 Linne Clinton Twp, MI 48035 Ph: 248-310-9417

RETURN ITEM TC Remington Arms Attn: Product Service Ilion, NY

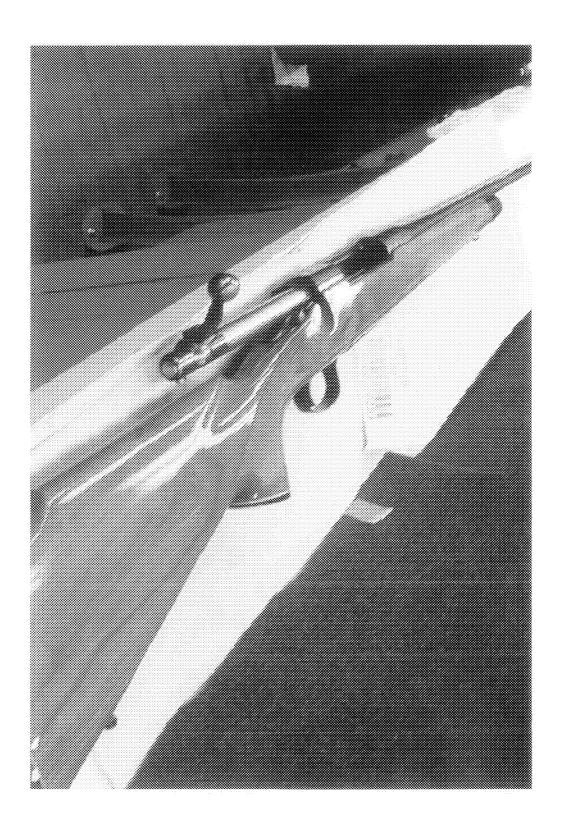
IPLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATION

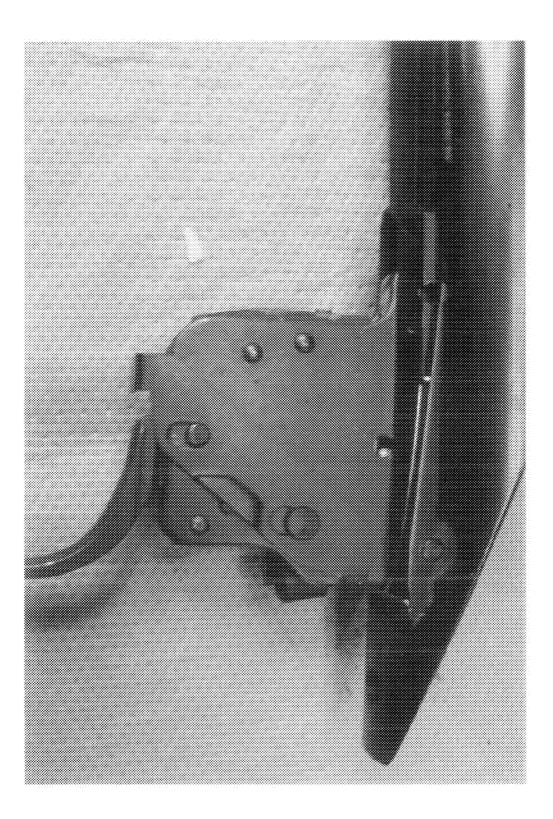
TOT PUB CHG 8.24

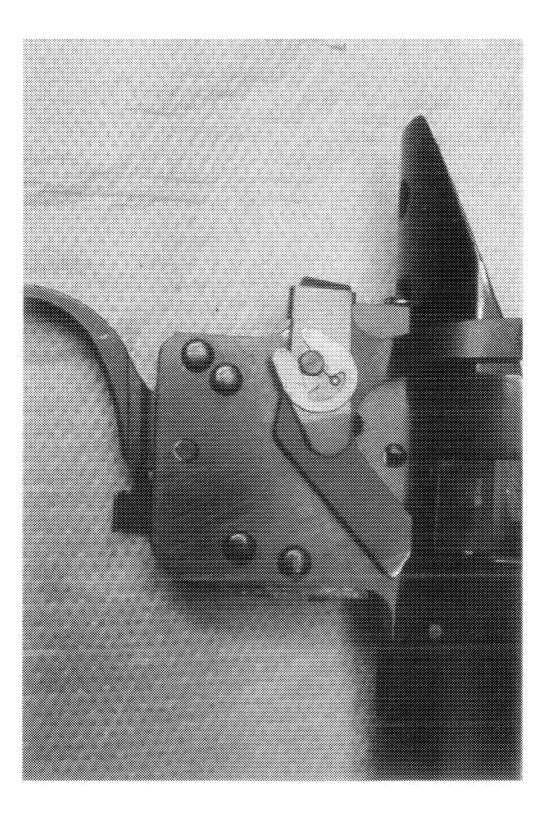
NOV 1, 2010 ALL CURR USD ACT UT 10.0 LBS 1 OF 1 4xX596 SVC GNDCOM TRACKING# 124XX5969066501981 REF 1:TOM NICHOLS, SR/CD/DMF REF 2:4914/RIFLE HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRGS SVC T7P USD COD 0.00 DCD 0.00 RS 0.50 DV 0.00 DC 0.00 SD 0.00 0 00 SP 0.00 PR AH 0.00

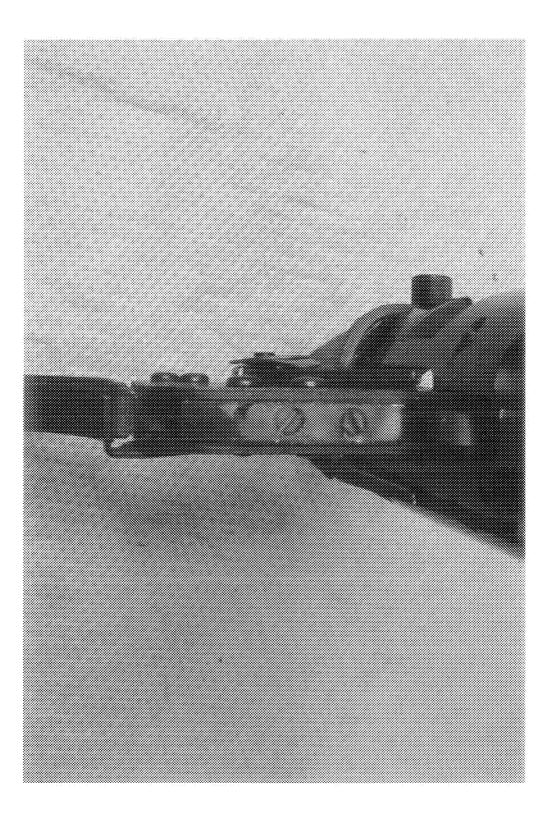
PUB+HANDLING

8 74









BARBER - Kinzer PPS GAL RE 0011720

