

Remington Arms Co., Inc.
Product Service
Legal Case #:9739

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
333194	1/9/2014	12/26/2013	1/24/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Dye	1905 Colony Park Drive	Augusta	GA	30909		H 706-955-5307 E dye.david@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot hole in gun range roof	Cause:4006 Altered Adjustments or Components		Unknown	
S FBC	Concern:100% Fired on Bolt Closing			
C				

12/26/13: Customer called in. He stated he was using rifle about 2 weeks ago (no date given) & it fired when he closed the bolt & shot a hole in gun range roof - no injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/25-06 REM	85430	G7084409	WF	8/17/2011 12:44:17 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY SPORTS & OUTDOORS	TWO PIECE BASE	Y			

CONCERN: FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

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				
	\$50					

12/26/13: Mailed ARS, letter, SR paperwork. df 1/14/14: Per Ilion - Sealant missing, pull screw altered. 2.5 pounds, not returning properly. df 1/24/14: I spoke w/customer & went over exam. We agreed to replace TA @ n/c -

goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/13/2014
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 2S06 REM
	Date Code		WF
	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		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	

Trigger	Condition	Slightly Worn; Functioning	TRIG NOT RETURNING PROPERLY
	Pull	---Select---	2.5#
	Altered	True	SEALANT MISSING PULL SCREW ALTERED
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:(800) 243-9700/F:(336) 348-7801

www.remington.com

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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 DYE
1905 COLONY PARK DR
AUGUSTA, GA 30909 US

Item Return To:

DAVID DYE
1905 COLONY PARK DR
AUGUSTA, GA 30909 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	Serial Number / Description	Date Received:
RE00333194	G7084409	01/09/2014
	Model: 700 25-06 REM Caliber BOLT Action RIFLE	Estimate Date: 01/27/2014
	MfgBy: Remington-USA	Date Printed: 1/27/2014

Problems

Reported

R014 - Service Request

Found

S056 - FEATURE-TRIGGER ADJUSTMENT SCREWS ALTERED

Technician Comments:

replace trigger assembly,check over and test fire at no charge

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

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

Remington.

24"
WFS/
2.5"
.01"
COPY

December 26, 2013

9739

David Dye
1905 Colony Park Drive
Augusta, GA 30909
Phone: 706-955-5507

Ref # 9739, Model 700, Serial #

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. The shipping label is for a UPS Hub or UPS Terminal.

Please include a copy of this letter, form and service request to put inside the shipping container. The letter, form 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".

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

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

Serial
Number:

G7084409

Model: 700



RE00333194

RECEIVED
JAN 14 2014
BY: _____

Model Number: 700		Serial Number: G7084409	
Name: David Dye		Date of Purchase:	
Address (no PO Boxes): 1905 Colony Park Dr.			
City: Augusta		State: GA	Zip: 30909
Phone (Daytime): (706) 955-5507		Fax:	
E-mail Address: dye.david@yahoo.com			
Please describe your problem: gun goes off without pulling the trigger. when chambering a round			
500 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.			

Use our
UPS label

ARS LABEL REQUEST FORM

DATE: 12/26/2013	Service Request # SR00072011
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

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

MAIL LABEL TO:	DAVID DYE 1905 COLONY PARK DRIVE AUGUSTA, GA 30909 LS SR00072011 Email:
RETURN ITEM TO:	ILN Arms Services



4XXE96 DEC 26, 2013 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 124XXE969067E90632
 REF 1:SR00072011
 REF 2:

HANDLING CHARGE 0.00		SVC 1/P USD
SINGLE-PIECE PUB RATE CHRG:		
DY 0.00	COO 0.00	RS 0.50
DC 0.00	DDO 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







