

Remington Arms Co., Inc.
Product Service
Legal Case #:9480

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
340523	3/13/2014	11/12/2013	3/14/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rick	Fraser	8738 Meetze Rd.	Warrenton	VA	20187		H 301-343-4388 E rfraser802@aol.com

Incident Information

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

11/12/13: Customer called in. He stated he was using rifle at a range about a week ago and it fired on safe release, no date provided, no damage, no injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	27337	D6636342		9/2/2009 11:00:28 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH LLC	TWO PIECE BASE	Y			

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	
Per Hion - Repair at n/c - goodwill							
	Repair/Replacement Cost	Repair/Replacement Date					
	\$50						

11/15/13: Mailed ARS, letter, SR paperwork. Box order# 1563253. df 3/18/14: Per Hion - Could not duplicate concern. Can replace TA, check over & test at n/c - goodwill. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/14/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 3006 SPRG
	Date Code		DD
	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---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
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---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	

Non-Remington Components	Description	TWO PIECE BASE
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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

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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:

RICK FRASER
8738 MEETZE RD
WARRENTON, VA 20187 US

Item Return To:

RICK FRASER
8738 MEETZE RD
WARRENTON, VA 20187 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

RE00340523

Serial Number / Description

D6636342

Model: 700 30-06 Caliber BOLT Action RIFLE LESS CLIP

MfgBy: Remington-USA

Date Received: 03/13/2014

Estimate Date: 03/14/2014

Date Printed: 4/15/2014

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments

to restore confidence in rifle will replace trigger assembly, check over and test fire 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
F306371B	Part	700 XMP EA TRIG ASSB RH BLACK (OS)	1	Warranty	1	1.00	0	1.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	1.00	0	1.00
4000119	Service	GR-TEST	1	Warranty	1	1.00	0	1.00

Sub Total: 1.00

Est Sales Tax: 1.00

Grand Total: 2.00

Remington.

24"
DD9/0
3#
012
COPY

November 12, 2013

9480

Rick Fraser
8738 Meetze Rd.
Warrenton, VA 20187
Phone: 301-343-4388

Ref # 9480, Model 700, Serial # D6636342

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. This shipping label is for a UPS Hub or UPS Terminal or a UPS driver can scan the label and ship the package for you. 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 the firearm and will contact me with the results.

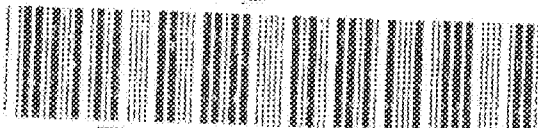
Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 1-800-243-9700 ext 8686
Fax: 336-548-7872

RECEIVED
MAR 18 2014

BY:

D6636342

Model: 700



RE00340523

could not copy clear.
to restore each copy.
T.A. check over + rest
of H/c good-will

Model Number: 700		Serial Number: D6636342	
Name: Richard Fraser		Date of Purchase: 7/31/10	
Address (no PO Boxes): 8738 Meeker Rd			
City: Warrenton OR		State: VA	Zip: 20157
Phone (Daytime): (301) 343-4388		Fax:	
E-mail Address: RFraser842@AOL.com			
Please describe your problem: Rifle will occasionally fire when safety is moved from on to off			
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

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0760

[illegible]

ATTN: Product Service

Parts and Repairs: P-800-243-9700/F-336-542-7801

www.ksars.org

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	Serial Number / Description	Date of Request:	11/15/2013				
SR00067787	D6636342	Date Printed:	11/15/2013				
Customer:		Destination:					
RICK FRASER 8738 MEETZE RD. WARRENTON, VA 20187 US		Arms Services 14 Hoeller Ave Ilion, NY 13357 US					
Email:		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 # 9480.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

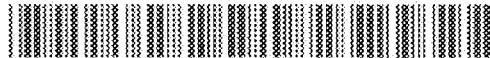
ARS LABEL REQUEST FORM

DATE: 11/15/2013	Service Request # SR00067787
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:	RICK FRASER 8738 MEETZE RD. WARRENTON, VA 20187 US SR00067787 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 15, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4X59690056504156
 REF 1:SR00067787
 REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COO 0.00	SVC T/P USD RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AM 0.00	PR 0.00	GP 0.00
TOT PUB CHG 10.34	PUB+HANDLING 10.34	

ATTN: Product Service



