

Remington Arms Co., Inc.
Product Service
Legal Case #:10627

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
464152	9/9/2014	8/21/2014	10/9/2014	8/12/2014			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Diego	Lujan	1649 State Rd 314 SW	Albuquerque	NM	87105		H 505-238-8826

Incident Information

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

8/21/14: Customer called in. He stated he was using the rifle on 8/12/14 at a local range and it fired when he released the safety - no damage, no injury. He took the rifle back to Sportsmans Warehouse and they told him it had already been sent into the factory and updated under the recall. Repair# 399755. Customer needs rifle back before October for a hunt. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27094	RR82249E	AI	3/12/2014 6:05:27 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	Sportsmans Warehouse		Y

Gun originally came in under RE# 399755. df CONCERN:FSR, SENT TO DEREK IN E-TOWN FOR EXAM

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	Cash Date
					APV	APV

TA replaced
@ n/c

Repair/Replacement Cost
Repair/Replacement Date
\$27

8/22/14: Sent ARS, letter & SR paperwork via Fed Ex to customer. Ticket# 163617, Box order# 1719837.
df 9/11/14: Per Ilion - Could not duplicate concern. Gun sent to Etown for exam. df 9/23/14: Kris Carson
stated the exam in Etown had been completed & no issues were found. df 9/30/14: Emailed Ilion to see if
gun was there so it could be shipped to the customer asap. df 10/9/14: Gun shipped to customer on
10/2/14. I had the repair set up for UPS 1 day but Ilion did not ship it 1 Day. Gun was delivered to
customer today. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		K. COFFIN
	Exam Date		9/10/2014
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 270WIN
	Date Code		A1
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY

	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5.5#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	

Quotation

Remington Service

PO Box 700

Madison, NC 27023-0700

Estimating Report

Parts and Repairs: P:(800) 243-9700/T:(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:

Diego Lujan
1649 State Rd 314 SW
Albuquerque, NM 87105 US

Item Return To:

Diego Lujan
1649 State Rd 314 SW
Albuquerque, NM 87105 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

RE00464132

Serial Number / Description

RR82249E

Model: 700 270 Caliber BOLT Action RIFLE Mighly:
Remington-USA

Date Received: 09/09/2014

Estimate Date: 09/30/2014

Date Printed: 10/9/2014

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

R012 - Safety and function evaluation
U030 - TRIGGER UPDATE-XMP

Technician Comments

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

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

Fulcher, Dell

From: Carson, Kris
Sent: Tuesday, September 23, 2014 3:57 PM
To: Fulcher, Dell
Cc: Nichols, Scott
Subject: RE: Lujan & Ahlmans guns to E'town

Both of these rifles are coming back to Ilion.
Derek has completed the review of both of them. No issues were found.
Let's go ahead and send Mr. Lujan his rifle back (SN#: RR82249E)

The Ahlmans/Cullen rifle has had the fire control disassembled. It will need to be replaced.
The store reimbursed the customer. I will touch base with Ahlmans to see if they want a gun back or how we need to handle that.
How does it affect Ahlmans or the sporting goods store if one serial number is sent out and another is sent back?
Is the easiest thing to do replace the fire control and send the same gun back?

Kris

From: Fulcher, Dell
Sent: Wednesday, September 17, 2014 8:26 AM
To: Carson, Kris
Subject: Lujan & Ahlmans guns to E'town
Importance: High

See email below.
UPS Tracking shows the guns are scheduled for delivery on Thursday, 09/18/2014, By End of Day.
Tracking # 1Z114813A802779026.

Dell Fulcher | Consumer Affairs Administrator
Remington Arms Company, LLC
PO Box 700, Madison, NC 27025-0700
Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email:
dell.fulcher@remington.com

Remington Outdoor Company: Remington | Marlin | Bushmaster
Firearms | DPMS / Panther Arms | H&R | Barnes Bullets | Advanced
Arms Corp | Mountain Khakis | Dakota Arms | Parker Gun | Para
USA

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From: Mabbett, Andrea
Sent: Wednesday, September 17, 2014 9:23 AM
To: Fulcher, Dell
Cc: Balio, John
Subject: FW: guns with issues
Importance: High

Good morning Dell,

I sent this info to Derek yesterday.....did not CC Kris on it. Hope this helps

From: Mabbett, Andrea
Sent: Tuesday, September 16, 2014 2:21 PM
To: Watkins, Derek
Subject: guns with issues
Importance: High

Good afternoon Derek,

I just want to give you a heads up on 2 Product Service guns that are coming your way. I believe you were in contact with either John Balio or Scott Nichols about them. They are being shipped on an APCD and should be leaving here late today. They are strapped together so you should only have to look for one parcel. Addressed to your attention.

Serial #s are: RR82249E and RR36974E Tracking # is: 12114813A802779026

Remington®

2Y4
AS 3/4
5.5#
012

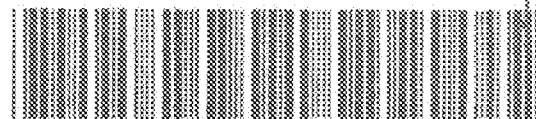
TAG: 2ND TIME

August 22, 2014

Serial
Number

RR82249E

Model: 700



RE00464152

Diego Lujan
1649 State Rd 314 SW
Albuquerque, NM 87105
Phone: 505-238-8826

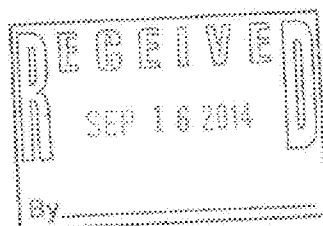
10627

Product Service Ref # 10627, Ticket# 163617, Model 700, Serial # RR82249E

Dear Mr. Lujan,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. This label is for a UPS Hub or UPS Terminal. A box will arrive separately.

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 "Scott Nichols".



Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 336-548-8686
Fax: 336-548-7872

enclosure

NOTE:

AS NOTED TO MRS. FULCHER, WE HAVE
AN EARLY OCTOBER 2014 BLK HUNT
AND WOULD LIKE THE RIFLE BACK
FOR THIS EVENT.

THANKS

Diego Lujan
8/29/14

Service Request

Remington

PO Box 700

Madison, NC 27025-0700



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.**

Service Request Number 163617	Serial Number / Description RR82249E 700 ADL SYN 270 WIN 24" W/SCOPE	Date of Request: 08/22/2014 Date Printed: 08/22/2014
Customer: DIEGO LUJAN 1649 State Rd 314 SW Albuquerque NM 87105 US Email:	Destination: ARM Services 14 Hoefler Ave Hion 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 this is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.		
Reason for Return A_R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

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 the item(s) are under warranty we will repair and return them. If the item(s) are not under warranty, you will be contacted with an estimate before work is performed. **Exception:** Estimates of \$75 or less will be serviced and returned via C.O.D. (cash on delivery) without notification, unless quote for all work is stated in the correspondence received.

Model Number: 700 ADL SYNTHETIC		Serial Number: RR82249E	
Name: DIEGO G. LUJAN		Date of Purchase: 8-1-14	
Address (no PO Boxes): 1649 STATE Road 314 S.W.			
City: ALBUQUERQUE		State: NM	Zip: 87105
Phone (Daytime): (505) 238-8826		Fax:	
E-mail Address: DLUJAN49@COMCAST.NET			
Please describe your problem: RIFLE WAS TAKEN OUT FOR SIGHTING, TWO (2) ROUNDS WERE FIRED OK, HOWEVER THE THIRD ROUND DISCHARGED ONCE THE SAFETY WAS RELEASED. TWO (2) ADDITIONAL ROUNDS WERE FIRED WITHOUT FURTHER INCIDENT. ACCIDENTAL DISCHARGE IS OF CONCERN AND COULD REOCCUR.			
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 lab

SPORTSMAN'S WAREHOUSE
1450 Renaissance Blvd NE
Albuquerque, NM 87107
505-761-9000

CUSTOMER ID: 0126-885355

LUJAN

1248878	REN 700 ADL 270	429.99	T
	MILITARY DISCO	21.50	-
	SERIAL: R882249E		
1010332	BRIDGER #4X4 11	5.99	T
	MILITARY DISCO	0.30	-
1257325	OC JERKY CRKD P	5.99	T
	MILITARY DISCO	0.30	-
1031952	MILITARY DISCOU	0.00	

SUBTOTAL	419.87
SALES TAX	29.39
TOTAL	449.26
VISA	(449.26)

VISA SALE \$449.26
XXXXXXXXXXXX4532 SWIPED
APPR: 001003
JOURNAL: 0126010894723929

Tran Code: 656 1005 001 0EDG



05610550010EDG

465 # 349

Register: REC1 Aug 1 2014 8:35 PM

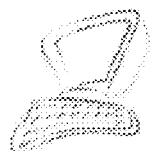
Thank you for shopping at
SPORTSMAN'S WAREHOUSE!

30-day return policy with receipt
only. Merchandise must be resaleable.
For the safety of our customers, all
sales of firearms, ammunition, powder,
primers, thermal underwear, and
swimwear are FINAL.

We value your opinion - visit
www.sportsmanswarehouse.com/opinion
to complete a survey about your
recent shopping experience.

For your time,
you will be entered into our
monthly drawing for a chance
to win 1 of 6
\$100.00 gift cards
which can be redeemed in store
or online at
www.sportsmanswarehouse.com

Pitney



ShipQuest™



Ship To: Diego Lujan
Company:
Address 1: 1649 State Rd 314 SW
Address 2:
Address 3:
City: Albuquerque
State/Province: New Mexico
ZIP/Postal Code: 87105
Country: United States
email:
Phone: 505-238-8825
Account: 36364
Package Type: Package
Address Type: Residential
Deliver By: Sat, August 23, 2014
Package ID: 3850

Special Instructions:

Sender Name:

email:

Prepared By: DELL FULCHER

PS Case # 10627

Phone: 336-546-8686

Date: 08-22-14 8 lb 2.4 oz
Post # : 35988
Cust # : 001000023080
Zip/Zone: 87105 17
Trk # : 770917904485
PKG ID #: 3850
Service : FedEx Priority Overnight

Base \$	13.54
Soc \$	18.81
addl \$	0.00
Total \$	32.35

PS 35988



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	8/22/2014	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs.
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Rifle Product Service # 10627			

LABEL INFORMATION

MAIL LABEL TO: Diego Lujan 1649 State Rd 314 SW Albuquerque, NM 87105 Phone: 505-238-8826
RETURN ITEM TO Remington Arms Co LLC Attn: Scott Nichols 14 Hoefler Ave. Ilion, NY 13357

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX586 AUG 22, 2014 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT ALL CURRENCY USD
TRACKING# 1Z4XX58690068900051
REF 1: PRODUCT SERVICE #10627/DE/PG
REF 2:
HC 0.00 CHS 0.00 FRT: 3RD
SHIPMENT PUB RATE CHARGES: SVC T/P USD
DV 0.00 COD 0.00 RS 0.60
DC 0.00 DGD 0.00
AH 0.00 PR 0.00 ROD 0.00
TOT PUB CHG 13.81 PUB + HANDLING 13.81



