

Remington Arms Co., Inc.
Product Service
Legal Case #:10307

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
401067	5/7/2014	5/8/2014	5/8/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Morse	887 Melendy Hill	Guilford	VT	05301		H (802) 254-5265 E cmandmc@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Unexplained Discharge - No Mention of Safety Position	Unexplained Discharge - No Mention of Safety Position	Unknown	
C	Concern:1025			

Per hand written note on Service Request 59590, "It went off on me twice without my finger being on the trigger." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	84404	G6857842	KD	5/13/2009 9:40:02 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SAM S DEPT STORE INC	TWO PIECE BASE	U			

CONCERN: WENT OFF WITHOUT FINGER ON TRIG

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 Ilion, replace trigger, check over and						

test fire at no
charge

Repair/Replacement Repair/Replacement
Cost Date

5/12/14: Per Hion, "trigger assembly dirty. Replace trigger assembly, check over and test fire at no charge under recall." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/8/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	POOR MAINTENANCE
Barrel	Description		24" 3006 SPRG XHR
	Date Code		KD
	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	

Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	SOME RUSTING ON ACTION
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Lift	---Select---	.013
Sear	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
	Condition	Slightly Worn; Functioning	DIRTY
Trigger	Pull	---Select---	3#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE

Service Request

Remington

PO Box 700

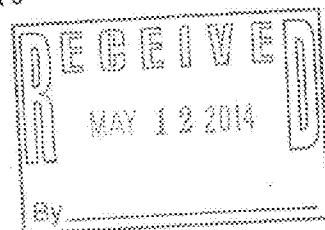
Madison, NC 27025-0700

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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number 59590	Serial Number / Description G6857842 700 XHR CAMO 30-06 SPRG 24"	Date of Request: 04/16/2014 Date Printed: 04/28/2014
Customer: CHARLES MORSE 887 MELENDY HILL GUILFORD VT 05301 US Email: cmamdnc@GMAIL.COM	Destination: RAC XMP 187 Riverside Industrial Park Drive Little Falls NY 13365 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_U030 - Trigger Update - XMP		

I'm really glad about this recall.
It went off on me twice without my
finger being on the trigger. I took it to
a gunsmith and was told the problem
was me. I'm safer than that.



Sincerely,

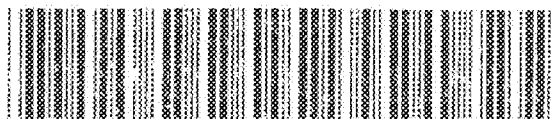
Charles Morse

could not disp. concerns.
T.A. Linky, dep T.A. chief
over + rest of N/C and.
Recall

TAG: 2697

G6857842

Model: 700



RE00401067

to determine if it is covered under our warranty policy. If the item(s) are under
ty, you will be contacted with an estimate before work is performed. Exception:
(on delivery) without notification, unless quote for all work is stated in the

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:

CHARLES MORSE
887 MELENDY HILL
GUILFORD, VT 05301 US

Item Return To:

CHARLES MORSE
887 MELENDY HILL
GUILFORD, VT 05301 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:
RE00401067	G6857842	05/08/2014
	Model: 700 30-06 Caliber BOLT Action RIFLE MfgBy:	Estimate Date: 05/30/2014
	Remington-USA	Date Printed: 6/5/2014

Reported	Found
R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	U007 - REPLACE TRIGGER ASSEMBLY
U030 - TRIGGER UPDATE-XMP	U030 - TRIGGER UPDATE-XMP
	X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments
trigger assembly dirty. replace trigger assembly, check over and test fire at no charge under recall

Material	Type	ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.) Description	Qty Needed	Warranty	Qty From Inv	Price	Disc Amount
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Sub Total: .00
Est Sales Tax: .00
Grand Total: \$.00



