

Remington Arms Co., Inc.
Product Service
Legal Case #:9871

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
337551	2/12/2014	1/23/2014	2/13/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Juan	Munoz	11312 Gary Ave.	Crowley	TX	76036		H 817-658-5288 E juanmunoz6@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Rt ear ringing				
PD Cause:4038	Could Not Duplicate Concern		N	
S FSR	Concern:1007 Fired on Safe Release			
C				

1/23/14: Customer called in. He stated he was hunting approx. 3 wks ago & the gun fired on safe release in the hunting blind. He stated his right ear has been ringing since the incident - no medical treatment but he stated he called his Dr & they told him they couldn't do anything for him & suggested he put some drops in his ear & put a cotton ball in it. Customer stated he feels that we are aware of trigger issues. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	27095	RR42158A	OG	7/16/2012 12:56:16 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART SUPERCENTER 3631	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 Ilion - Replace TA @ n/c to restore confidence						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46					

1/24/14: Mailed ARS, letter, SR paperwork. df 2/26/14: Per Ilion - Could not duplicate concern. To restore confidence in rifle, will replace TA, check over & test at n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/13/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 3006 SPRG
	Date Code		OG
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
Extractor	Stop	Like new; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Norch Condition	---Select---	
	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Like new; Functioning	
Safety	Bulged	False	
	Description		XMP SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	.011
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	

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 (5) 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:

JUAN MUNOZ
11312 GARY AVE
CROWLEY, TX 76036 US

Item Return To:

JUAN MUNOZ
11312 GARY AVE
CROWLEY, TX 76036 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

RB00337551

Serial Number / Description

RR42158A

Model: 700 30-06 Caliber BOLT Action RIFLE MigBy:

Remington-USA

Date Received: 02/12/2014

Estimate Date: 02/13/2014

Date Printed: 2/26/2014

Problems

Reported

R014 - Service Request

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

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
F3055708	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0 .00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0 .00
4000119	Service	GR-TEST	1	Warranty	1	.00	0 .00

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

Fulcher, Dell Marie

From: Loschin, John
Sent: Wednesday, February 26, 2014 3:10 PM
To: Fulcher, Dell Marie; Irving, Jesse B.
Cc: Stuart, Jay
Subject: FW: Another Model 700 Accidental Discharge

Dell/JB,

See the note below he is claiming he has an injury. Can one of you handle?

From: Enrique Munoz [<mailto:enrique@empireroofing.com>]
Sent: Wednesday, February 26, 2014 3:04 PM
To: Loschin, John; Evans, Danny
Cc: Robert.Nardelli@remington.com
Subject: Another Model 700 Accidental Discharge

Dear Remington,

I had my model 700 (RR42158A) discharge when I switched the safety from safety "s" to Fire "F" position. Never touched the trigger or had any work or modifications done to this firearm. I sent the rifle in to Remington as I was instructed and was told that a repair technician would need to inspect the firearm and that someone would contact me (Remington received the firearm on Feb. 11, 2014). I had a missed delivery from UPS from "arms service" on Feb. 21, 2014. Never received a call, e-mail or any other type of notification as to what was found upon completing the inspection. I then called Remington and the only explanation I was given was that the trigger assembly had been replaced, From the Walker assembly to the X-mark trigger, and that the issue I reported could not be duplicated, But I was able to duplicate the issue several times with an unloaded firearm before I sent it in, (I have video). I know Remington is aware of other similar cases involving the model 700. I have a ring in my right ear and have lost hearing, sounds are muffled due to the discharge (happened inside a hunting blind, still having hearing difficulties after 2 months!). I need to speak to the service dept. manager or someone besides an operator who can help me resolve this issue. I am not satisfied with the approach Remington is taking to handle this problem and I am currently discussing the injury with my lawyer because it seems Remington is not to concerned about this. I need the right person to contact me so we can get this taken care of.

Thank you,

Mr. Munoz

817-658-5288

Remington.

24"
06-7/12
3.5"
011

COPY

January 23, 2014

9871

Juan Munoz
11312 Gary Ave.
Crowley, TX 76036
Phone: 817-658-5288
Email: juanmunoz6@gmail.com

Ref # 9871, Model 700, Serial # RR42158A

Dear Mr. Munoz,

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.

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.

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

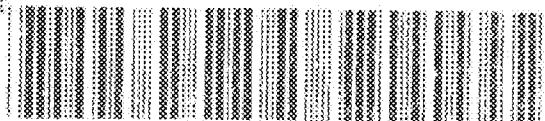
Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 1-800-243-9700 ext. 8686
Fax: 336-548-7872

RECEIVED
FEB 14 2014

BY:

RR42158A

Model: 700



RE00337551

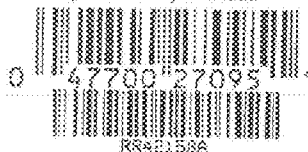
could not dup. concern
to restore conf. in rifle
will rep T.A. check orient
TEST AT N/C
WA PLANKY

[illegible]

Parts and Receiver: P/R:

Service Request Number	Serial Number / Description	Date of Request:	01/24/2014
SR00073541	RR42158A	Date Printed:	01/24/2014
Model 700 Center Fire Caliber: 3006			
Customer:		Destination:	
JUAN MUNOZ		Arms Services	
11312 GARY AVE.		14 Hoefler Ave	
CROWLEY, TX 76036 US		Hill, NY 13357 US	
Email: juanmunoz6@gmail.com		Email:	

proof of purchase



Reason For Return - Gun was loaded with safety on. I then clicked the ^{off} into the "F"
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION position; and gun discharged. Never touched the
trigger. Gun has never been opened or trigger
adjusted. ~~no more to say~~

Service Request Section
Product Service # 9871.dmf

Parts And Service Details							
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount

Sub Total:	.50
Est Sales Tax:	.00
Grand Total:	\$.00

ARS LABEL REQUEST FORM

DATE: 01/24/2014	Service Request # SR00073541
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

Business:

LABEL INFORMATION

MAIL LABEL TO:	JUAN MUNOZ 11312 GARY AVE. CROWLEY, TX 76036 US SR00073541 Email: juanmunoz6@gmail.com
RETURN ITEM TO:	ILN Arms Services



4XX696 JAN 24, 2014 ALL CURR USD 1 OF 1
 SVC UNDCOM ACT WT 10.0 LBS
 TRACKING# 124XX6969000412178
 REF 1:SR00073541
 REF 2:

 HANDLING CHARGE 0.00 SVC T/P USD
 SINGLE - PIECE PUB RATE CHRG: B6 0.00
 DV 0.00 CDD 0.00 SD 0.00
 DG 0.00 DGD 0.00 SP 0.00
 AH 0.00 PR 0.00
 PUB + HANDLING 12.46
 TOT PUB CHG 12.46

ATTN: Product Service # 9871



