

Remington Arms Co., Inc.
Product Service
Legal Case #:9642

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
331923/364482	12/23/2013	12/9/2013	1/2/2014	12/8/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Randy	Riley	1166 Burke Rd.	Wallace	ID	83873		H 208-682-5660

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot hole in ceiling, bathroom door & door jamb	Cause:4038	Could Not Duplicate Concern	Unknown
S	FSR	Concern:1007	Fired on Safe Release	
C				

12/9/13: Customer called in. He stated he bought gun new at Wal Mart on 12/7/13. He stated on 12/8/13 the gun was loaded inside his apartment and when he took it off Safe the gun fired & shot a hole in the ceiling, bathroom door & door jamb - no injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25793	RR11121A	KG	5/10/2012 6:58:45 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART SUPERCENTER 4249		Y			

CONCERN: FBC

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25793	RR11121A	BI	5/10/2012 6:58:45 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART SUPERCENTER 4249		U			

CONCERN: FSR - PROPERTY DAMAGE

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
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Repair @
n/c -
warranty

Repair/Replacement Cost	Repair/Replacement Date
\$46	

12/9/13: Mailed ARS, letter, SR paperwork. df 12/30/13: I spoke w/customer. We agreed to have the rifle checked over completely, repair as needed & test fire - warranty. df

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
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Check over
completely,
repair as
needed, and test
fire at no
charge

Repair/Replacement Cost	Repair/Replacement Date
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6/4/14: Gun received back in for the XMP recall. I emailed Ilion to check over completely, repair as needed, and test fire at no charge. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/26/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		KG
	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	BRASS WASH
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Not Functioning	BINDS
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ex/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	MARS,DENTS
	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	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	REAR BOLT STOP PIN REVERSED
	Pull	---Select---	4.5#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		5/5/2014
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		RI
	Bore Plugged	False	

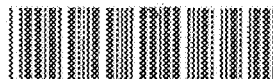
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	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	SMALL MARS.DENTS
	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---	3.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Service Request

Remington

PO Box 700

Madison, NC 27025-0700



22"
BE 1/14
3.50
10/2

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 56031	Serial Number / Description RR11121A 700 BDL 30-06 SPRG 22"	Date of Request: 04/15/2014 Date Printed: 04/15/2014
Customer: RANDY RILEY 1166 Burke Road Wallace ID 83873 US	Destination: RAC XMP 14 Hoeffer Ave - Building 84 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 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 B_M072 - Fires when closing		

TAG: 2018

RR11121A

Model: 700



RE00364482

RECEIVED
MAY 06 2014

BY:

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.

Remington®

December 9, 2013

9642

Randy Riley
1166 Burke Rd.
Wallace, ID 83873
Phone: 208-682-5660

Ref # 9642, Model 700, Serial # RR11121A

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.

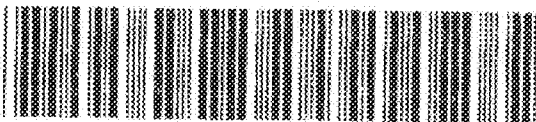
Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". 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

Serial Number:

RR11121A

Model: 700



RE00331923

RECEIVED
JAN 08 2014

BY: _____

1. The first step in the process is to identify the problem or issue that needs to be addressed. This involves gathering information and understanding the context of the problem.

2. Once the problem is identified, the next step is to define the objectives of the project. These objectives should be clear, measurable, and achievable.

3. The third step is to develop a plan of action. This involves determining the resources needed, the timeline, and the specific tasks to be completed.

4. The fourth step is to implement the plan. This involves executing the tasks and monitoring progress.

5. The final step is to evaluate the results. This involves comparing the actual outcomes with the objectives and identifying any areas for improvement.

ATTN: Product Service

www.kennedykrieger.com

[illegible]

Model Number: 700		Serial Number: RR11121A	
Name: Randy Riley		Date of Purchase: 12-7-13	
Address (no PO Boxes): 1166 Burke RD			
City: WAHGLA ID		State: ID	Zip: 83873
Phone (Daytime): 208-682-5660		Fax:	
E-mail Address:			
Please describe your problem: TRYED TO PUT BULLET IN CHAMBER BOLT WAS LOCKED UNLOCKED BOLT PUT IN CHAMBER LOCKED BOLT GUN WENT 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

Quotation

Remington Service

PO Box 700

Madison, NC 27023-0700

Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

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.

Repair Number RE00331923	Serial Number / Description RR11121A Model 700 Center Fire Caliber: 30-06 SPRG	Date Received: 12/23/2013 Estimate Date: 01/02/2014 Date Printed: 01/02/2014
Customer: RANDY RILEY 1166 BURKE RD. WALLACE, ID 83873 US		Return To: RANDY RILEY 1166 BURKE RD. WALLACE, ID 83873 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.

Problems	
Reported	Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

check over completely, repair as needed 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
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

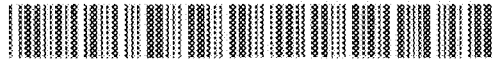
ARS LABEL REQUEST FORM

DATE: 12/09/2013	Service Request # SR00070462
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: <u>hilehardm</u>	email address: <u>EWIL MAIL LAB1</u>

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

MAIL LABEL TO:	RANDY RILEY 1166 BURKE RD. WALLACE, ID 83873 US SR00070462 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 9, 2013 ALL CURR USD 1 OF 1
 SVC ONDCOM ACT WT 10.0 LBS
 TRACKING# 124XX5969056791122
 REF 1:SR00070462
 REF 2:

 HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.50
 DC 0.00 DGD 0.00 SD 0.00
 AH 0.00 PR 0.00 SP 0.00
 TOT PUB CHG 14.25 PUB+HANDLING 14.25

ATTN: Product Service





