

Remington Arms Co., Inc.
Product Service
Legal Case #:10569

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
462752	9/2/2014	8/7/2014	9/3/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ricky	Smith	1158 Red Oak Flats Road	Dahlonega	GA	30533		H (706) 200-2226 E r.smith1965@windstream.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S FBC	Concern:1008	Fired on Bolt Closing		
C				

8/7/14: Received call from Ricky Smith, he said that he just received his gun back from the XMP Recall (Repair 421337) and now the firing pin will drop if you operate the bolt 3 or 4 times. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WSM	27333	RR06407C	KH	5/13/2013 9:37:05 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTSMAN S DIST 902		U			

CONCERN:FBC

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
Replaced rifle w/84017 & placed order for 1 case of ammo 29489						

Repair/Replacement Repair/Replacement
Cost Date
\$423

8/7/14: Sending ARS, letter, and SR paperwork. Ticket # 154917. jbi 8/14/14: Received faxed letter from Ricky Smith. He said that he was not going to send the gun in. jbi 8/15/14: I called Ricky Smith and offered a refund of purchase price if he send the gun back. He said that he will think about it. jbi 8/20/14: I called Ricky Smith, he said that he had ordered a Timney Trigger and that it should come in on 8/21/14. I ask if he could send in the X-Mark Pro trigger after he replaces the trigger. He said that he would think about it. I discussed with Kris Carson, he said to offer him 3 boxes of ammo to send the trigger in. I will give him a chance to get replacement trigger in and call him with the ammo offer. jbi 8/22/14: Customer stated he does not want just ammo. He spoke w/Kris Carson & wants a replacement rifle in exchange. Kris apprvd a replacement rifle & 1 case of ammo. Ammo will be Item# 29489, 1 case. Ilion has a rifle replacement. M/700 SF with Syn stock ready to exchange. Kris C. will contact cust. about sending his rifle in so Ilion can exchange w/replacement. Just in case, we have a dealer's FFL in the file. df 9/3/14: Per Ilion - Could not duplicate concern. Replacement rifle assigned & will ship soon. Item# 84017 w/a Syn. Stock on it. SNC order submitted to Customer Serv. Dept for ammo, 1 case of Item# 29489. df 9/4/14: Customer's replacement rifle shipped. I emailed customer & Kris w/update & UPS Tracking #. Ammo order has been entered. Order# 1725193. Product will not be assigned to it until 9/30/14. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		9/3/2014
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 300WSM
	Date Code		KH
	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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	

Fulcher, Dell

From: Fulcher, Dell
Sent: Thursday, September 04, 2014 9:04 AM
To: 'r.smith1965@windstream.net'
Subject: Ricky Smith - Remington Ref# 10569

Good morning.
Your replacement has shipped.
UPS Tracking # 1Z114813A802730738.
Scheduled Delivery is Monday, 9/8/14 by end of day.

Thank you,
Dell Fulcher | Consumer Affairs Administrator
Remington Arms Company, LLC

PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 ext 5686 | Fax: 336.348.7872 Email:

dell.fulcher@remington.com

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

Confidentiality/Proprietary Note: This e-mail and any files
transmitted with it are intended solely for the use of the individual or
entity to which they are addressed. If you are not the intended recipient
or the person responsible for delivering the e-mail to the intended
recipient, be advised that you have received this e-mail in error and that
any use, dissemination, forwarding, printing or copying of this e-mail is
strictly prohibited. If you have received this e-mail in error, please reply
back to sender advising that you have received the e-mail in error and
delete this e-mail from your system.

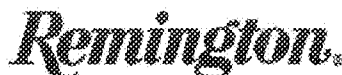
Fulcher, Dell

From: postmaster@remington.com
To: r.smith1965@windstream.net
Sent: Thursday, September 04, 2014 9:04 AM
Subject: Relayed. Message relayed (r.smith1965@windstream.net)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

r.smith1965@windstream.net

Subject:



www.remington.com



Remington Arms Company, LLC | 870 Remington Drive | PO Box 700 | Madison, NC | 27025-0700 | USA

Sales Order Confirmation

IRS# 51-0350935
 IT93373070178
 IE65815098
 GST 138911094RT

ACCT. NO.
AMMUNITION

BILL TO: RAC, LLC - AMMO & COMP SAMPLES
 870 REMINGTON DRIVE
 PO BOX 700
 MADISON NC 27025-0700

SHIP TO: RICKY SMITH
 766-200-2228
 1158 RED OAK FLATS RD
 DAHLONEGA GA 30533

PURCHASE ORDER NO.	P.O. DATE	ORDER NO.	ORDER DATE	CANCEL DATE	REG. DELV.	DELIVERY TERMS	NET WEIGHT
SNC/FULCHER/10568	08/03/2013	1725193	08/03/2014		08/03/2014	PPD	12 LB

ITEM NO.	DESCRIPTION	ORD QTY	UNIT	PROGRAM PRICE	EXT PRICE
29469	R300WSM1 R 300 WSM 150 PSPCL	1	CA	123.27	123.27
To get VPRS into :					
	100.000- % 96.36-				

8850050 / 230145

Items total			26.91
Sample Cost	100.000 %	96.36	96.36

CURRENCY CODE: USD	TOTAL ORDER AMOUNT:	123.27 USD
CUST. SERV. REP: NONA TUTTLE	TERMS:	NET 30 DAYS
PH: 1-888-736-4867 EXT 8727 FAX: 336-548-8736 Email: Nona.Tuttle@remington.com		

Please Note:

- Purchases are subject to REMINGTON ARMS standard conditions of sale.
- Please review confirmation and advise us of any discrepancies with your purchase order within two business days.

Requestor/Approver Provided Information

Requestor Name Dei Maria Fulcher Date of Request 9/3/2014
 Requestor Phone# ext 8588 Purchase Order # W2010008/10569

Agency Principal Approval: Dei Maria Fulcher Date of Approval 9/3/14

Director Approval: _____ Date of Approval _____

TO: CUSTOMER SERVICE - SNC Rep

Customer Service Comments

Only to be completed by Cost Service

Date Received _____

Date Processed _____

Rem Order # _____

1725193

Ship To: Ricky Smith
1158 Red Oak Flats Rd.
Dahlonega, GA 30533
Phone: 706-200-2226

Customer Service Notations

Requested Delivery Date:

ASAP

Special Instructions (processing, shipping, notification, other etc.)

FFL # _____

FFL Expiration Date _____

Shipping Approval if Required

QUANTITY	RAMAC NUMBER	UNIT OF MEASURE	DESCRIPTION	MSP-(Discount) / Unit	Extension
1	20400	CASE	R300WSM1 R 300 WSM 150 PSPCL	\$ - \$	-
				\$ - \$	-
				\$ - \$	-
				\$ - \$	-
				\$ - \$	-
				\$ - \$	-
				\$ - \$	-
				\$ - \$	-
				\$ - \$	-
				\$ - \$	-
Grand Total				\$ - \$	-

SNC Reason / Customer:

Consumer Affairs/Legal Dept - Case# 10569

Must be completed for Processing to Occur

Reasons for SNC	Check One	Charge Code	Check - One
Advertising/Promotion		Product Service	230145-6850050
Country Store			XX
Donation to IRC Sec 501 (c) (3) org			
Field/Pro Staff			
Gifts			
Outdoor Writer			
Product Testing			
Replacement Goods for Defective Product			
Sample Allowance for Reps			
Tournament/Shoot			
Gallery			
Employee Stores			
Other - _ Goodwill_	XXXX		

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

Page: 1

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:

Ricky Smith
1158 Red Oak Flats Road
Dahlonega, GA 30533 US

Item Return To:

Ricky Smith
1158 Red Oak Flats Road
Dahlonega, GA 30533 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:
RE00462752	REPLACEMENT: RR27730C	09/02/2014
	Model: 700 300 Caliber BOLT Action RIFLE MfgBy:	Estimate Date:
	Remington-USA	09/03/2014
		Date Printed:
		9/3/2014

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

R012 - Safety and function evaluation
U030 - TRIGGER UPDATE-XMP
X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

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	.00
4000254	Service	SERVICE GR-FIREARM REPLACEMENT	1	Warranty	1	.00	.00

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

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

Page: 1

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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:

Ricky Smith
1158 Red Oak Flats Road
Dahlonia, GA 30533 US

Item Return To:

Ricky Smith
1158 Red Oak Flats Road
Dahlonia, GA 30533 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

RE00421337

Serial Number / Description

RR06407C

Model: 700 300 Caliber BOLT Action RIFLE MfgBy:
Remington-USA

Date Received: 06/12/2014

Estimate Date:

Date Printed: 9/3/2014

Problem

Reported

U030 - TRIGGER UPDATE-XMP

Found

U030 - TRIGGER UPDATE-XMP

Technician Comments

ESTIMATE (note: C.O.B./Shipping and Handling Charges are NOT Included in this Quote.)

Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
----------	------	-------------	------------	----------	--------------	-------	------	--------

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

Remington®

24"
KHS/13
4#
1011

August 7, 2014

10569

COPY

Ricky Smith
1158 Red Oak Flats Rd
Dahlonega, GA 30533
Phone: (706) 200-2226

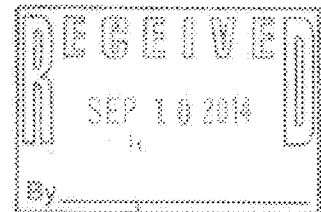
Ref # 10569, Model 700, Serial #RR06407C

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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 that this action will keep you a loyal Remington customer.

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

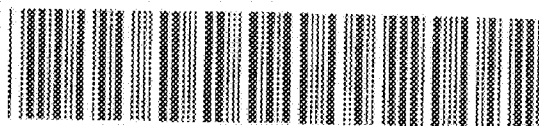


TAG: 2ND TIME

Serial Number:

RR06407C

Model: 700



RE00462752

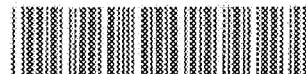
could not dup. concern
per agreement to rep.
in exchange for RAR
84017 w/54w stock.

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 154917	Serial Number / Description RR06407C 700 SPS 300 WSM 24"	Date of Request: 08/07/2014 Date Printed: 08/07/2014
Customer: RICKY SMITH 1158 Red Oak Flats Road Dahlonega GA 30533 US Email: r.smith1965@WINDSTREAM.NET		Destination: ARM Services 14 Hoefer Ave Ilion 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.



COPY

250 J W MORROW JR PKWY STE 200

PHONE: (770) 539-9356

GAINESVILLE, GA 30601

FAX: (770) 539-9359

DATE:

TO:

FAX:

TRANSFER FOR:

PHONE:

GUN MANUFACTURER:

MODEL:

BELOW IS A COPY OF OUR FFL WITH AUTHORIZED ORIGINAL SIGNATURE. THIS COPY IS PROVIDED STRICTLY AS A "FILE COPY"

FOR TRANSFER OR PURCHASE OF FIREARMS. PLEASE SHIP ALL FIREARMS TO THE LICENSEE ADDRESS ONLY.

U.S. Department of Justice
Bureau of Alcohol, Tobacco, Firearms and ExplosivesFederal Firearms License
(18 U.S.C. Chapter 44)In accordance with the provisions of Title I, Gun Control Act of 1968, and the regulations issued thereunder (27 CFR Part 478), you are licensed to engage in the business specified in this license, within the limitations of Chapter 44, Title 18, United States Code, and the regulations issued thereunder, until the expiration date shown. **THIS LICENSE IS NOT TRANSFERABLE UNDER 27 CFR 478.51. See "WARNINGS" and "NOTICES" on reverse.**Direct ATF ATF - Chief, FFLC
Correspondence To 244 Nalley Road
Martinsburg, WV 25405-8431License
Number 1-58-139-01-6K-06437

Chief, Federal Firearms Licensing Center (FFLC)

Expiration
Date October 1, 2016

Name

OUTDOOR DEPOT, THE

Premises Address (Changes? Notify the FFLC at least 30 days before the move.)

250 J W MORROW JR PKWY STE 200
GAINESVILLE, GA 30601-

Type of License

01-DEALER IN FIREARMS OTHER THAN DESTRUCTIVE DEVICES

Purchasing Certification Statement

The licensee named above shall use a copy of this license to assist a transferee of firearms to verify the identity and the licensed status of the licensee as provided by 27 CFR Part 478. The signature on each copy must be an original signature. A brand, scanned or e-mailed copy of the license with a signature intended to be an original signature is unacceptable. The signature must be that of the Federal Firearms Licensee (FFL) or a responsible person of the FFL. I certify that this is a true copy of a license issued to the licensee named above to engage in the business specified above under "Type of License."

Mailing Address (Changes? Notify the FFLC of any changes.)

BURRELL, JOHN DAVID
OUTDOOR DEPOT, THE
P O BOX 130
CORNELIA, GA 30631-

Licensee Responsible Person Signature

Position/Title

Signature

Date

4-750 (Rev. 5/2013) 117

Irving, Jesse

From: Rick Smith [r.smith@jhequipment.com]
Sent: Thursday, August 21, 2014 1:14 PM
To: Irving, Jesse
Subject: FW: Recall Remington 700
Attachments: IMG_2031.MOV; Untitled attachment 00004.txt

-----Original Message-----

From: Ricky Smith [mailto:r.smith1965@windstream.net]

Sent: Thursday, August 21, 2014 12:04 PM

To: r.smith@jhequipment.com

subject Mr. Irving as I explained before I sent the gun in on a recall and after receiving back from Remington this is what I ended up with. After thinking it over I thought about replacing the trigger myself but to my better judgment I don't think this is a good move on my part! I do know that I will never trust the gun and don't think it's my responsibility to even try to make the gun safe I am not a bad guy trying to get something out of Remington I just want a bad product replaced. I don't know how Remington goes about doing that if they will work through a local gun dealer to replace the gun. I do know that I bought the gun on sale and the price I paid for the gun will not replace what I have so that's where I stand on that part of it! I have always bought Remington guns but will never trust the 700 triggers again And for me that's sad I really hope we can work something out on this but a box of shells that's an insult. With best regards! Ricky Smith

8/14/2014

Mr Irving

As a longtime loyal Customer
of Remington i dont Think anyone
goes to his or her local hunting
Store To Purchase one or in case
To guns in the past Two years to
send them back To Remington.
This will make The second Time
my 700 sps 300 wsm needs To
be Sent back For Repairs. I
think Remington needs to be more
loyal To its Customers and replace
or refund There hard earned money
They spend on your products. I
Paid For it to hunt with not to
Keep UPS in business! As of Today
8/14/2014 Bass Pro Shop or Remington
will Stand behind The Product you
make and They sell so im not
Sending it back! I will put it on
display so everyone will know what
not to buy and who To Shop with

Thanks. Ricky Smith

706-200-2226



August 7, 2014

Ricky Smith
1158 Red Oak Flats Rd
Dahlonaga, GA 30533
Phone: (706) 200-2226

Ref # 10569, Model 700, Serial #RR06407C

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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 that this action will keep you a loyal Remington customer.

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

To: Mr Irving



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	8/7/2014	REQUESTED BY:	J.B. IRVING
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Rifle Ref.# 10569			

LABEL INFORMATION

MAIL LABEL TO: Ricky Smith 1158 Red Oak Flats Road Dahlonega, GA 30533 Phone: (706) 200-2226
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

AXX698 AUG 11, 2014 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT
TRACKING# 124XX6989070146206 ALL CURRENCY USD
REF 1: REF #10569/JV/PK
REF 2:

HC 0.00	CNS 0.00	FRT: GRD
SHIPMENT PUB RATE CHARGES:		SVC T/P USD
BY 0.00	COO 0.00	RS 0.00
DE 0.00	DGD 0.00	
AH 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 11.77	PUB + HANDLING 11.77	



