

Remington Arms Co., Inc.
Product Service
Legal Case #:9460

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
335507	1/27/2014	11/11/2013	1/28/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Stewart	235 Mountain Ridge Rd.	Reno	NV	89523		H 775-345-0589 E stick2business@aol.com

Incident Information

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

11/11/13: Customer called in. He stated that sometimes the rifle will fire when switching from safe to fire - no damage, no injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7mm-08 REM	85591	D6644672	PF	6/24/2011 1:09:13 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CABELA S INC/WAREHOUSE /	TWO PIECE BASE	Y			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

11/13/13: Mailing ARS, letter, SR paperwork. df 11/21/13: Customer called & wants a box for shipping. Box order# 1565500. df 1/29/14: Per Ilion - Could not duplicate concern as received. 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		1/28/2014
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 7MM 08 REM
	Date Code		PF
	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---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
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	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning	SOME LOCK TITE BUILD UP ON

Trigger			BLOCKER
	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 (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:

ROBERT STEWART
235 MOUNTAIN RIDGE RD
RENO, NV 89523 US

Item Return To:

ROBERT STEWART
235 MOUNTAIN RIDGE RD
RENO, NV 89523 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:
RE00335507	D6644672	01/27/2014
	Model: 700 7MM-08 REM Caliber BOLT Action RIFLE	Estimate Date: 01/28/2014
	MfgBy: Remington-USA	Date Printed: 2/10/2014

Reported	Problems
R014 - Service Request	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 good will gesture

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 (08)	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

Remington.

70
PPG/1
35B
10 11

November 11, 2013

9460

COPY

Robert Stewart
235 Mountain Ridge Rd.
Reno, NV 89523
Phone:

Ref # 9460, Model 700, Serial # D6644672

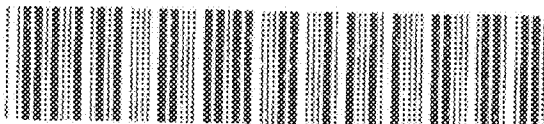
Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. This shipping label is for a UPS Hub or UPS Terminal.

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.

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

Serial Number
D6644672

Model: 700



RE00335507

could not dup. concerns rec'd
to restore confidence in
 rifle will up T.A. check over
+ post AT N/C

RECEIVED
JAN 29 2014

260974

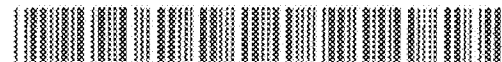
BY:

Service Request

Remington Service

PO Box 700

Madison, NC 27023-0700



ATTN: Product Service

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 SR00067460	Serial Number / Description D6644672 Model 700 Center Fire	Date of Request: 11/13/2013 Date Printed: 11/13/2013
Customer: ROBERT STEWART 235 MOUNTAIN RIDGE RD. RENO, NV 89523 US		Destination: Arms Services 14 Hoeffer Ave 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 it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Product Service # 9460. dmf

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

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

Model Number: 700 SPS DM Compact		Serial Number: D6644672	
Name: Robert Stewart		Date of Purchase: 08/03/2013	
Address (no PO Boxes): 235 Mountain Ridge Road			
City: Reno		State: NV	Zip: 89523
Phone (Daytime): 775 345-0589		Fax:	
E-mail Address: stick2business@aol.com			
Please describe your problem: After opening the bolt to remove a chambered round, then after fully closing the bolt and subsequently moving the safety to the fire position, the firing mechanism activated as if the trigger had been pulled. This happened while the safety was actually moving forward to the fire position. NO FINGER OR ANYTHING was near or touching the trigger. The malfunction happened at least four times while making the weapon safe after removing a live round or while trying to recreate the problem. 10 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.

Print

Reset

*Pro 31
OK
book*

Cabela's

WORLD'S FOREMOST OUTFITTER®

CABELA'S RETAIL, INC.
8650 Boomtown Road
(775) 829-4100

ST# 022 RG# 103 TR# 7293 8/03/2013

003226602 REN 700SPS CNP7888 11 ----- \$350.80

ID: 002449261

06644672

003228855 788-DB REN 14008 ST \$149.95

UPC# 000000020892210806

Age Has Been Verified

Subtotal \$549.83

Tax \$42.47

Total \$592.30

Debit Card \$592.30

Acct# *****0238

Auth# 014710

Cash Back: 20.00

General Sales and Use \$42.47

You could have earned \$11.81 in CLUB points

Ask how to join Cabela's CLUB!

ITEMS SOLD 6



X7765000221037293

Your cashier name was ANTHONY

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gift card sweepstakes drawing at
www.cabelas.com/retailsurvey

Use your CLUB Visa card to receive
\$5 flat rate shipping.
Enter promo code CLUBFIVE.
Some restrictions apply.
See Cabelas.com for details.
Now Through 12/31/2013.

ARS LABEL REQUEST FORM

DATE: 11/15/2013	Service Request #: SR00067460
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: bilcherdm	email address: I WILL MAIL LABEL

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

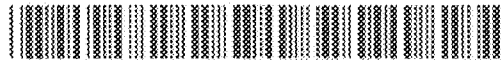
ROBERT STEWART
235 MOUNTAIN RIDGE RD.
RENO, NV 89523 US
SR00067460

Email:

RETURN ITEM TO:

ILN

Arms Services



4XX596 NOV 13, 2013 ALL CURR USD 1 OF 1
SVC GNDGDM ACT WT 10.0 LBS
TRACKING# 124XX5960060220347
REF 1:SR00067460
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 DCD 0.00 SD 0.00
BH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 14.29 PUB+HANDLING 14.29

ATTN: Product Service



