

Remington Arms Co., Inc.
Product Service
Legal Case #:10092

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
340635	3/14/2014	3/17/2014	3/17/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	The Gun Shoppe		The Gun Shoppe	2641 Northtown Way	Highland	IL	62249		W (618) 634-4669 C (618) 410-8364

Incident Information

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

Per letter from dealer, "The gun fired when moving the safety from safe to fire. Please inspect and repair/replace as necessary." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM RUM	84152	G6721685	BC	1/25/2008 1:24:17 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GLENN ZANDERS FUR & SPORT	REC'D WITH 20, 22 LR CCI SPENT CASES	U			

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 trigger, check over, and test						

at 50%
discount

Repair/Replacement Cost Repair/Replacement Date

3/18/14: Per Ilion, "trigger assembly pull screw altered. to restore confidence in rifle can offer to replace trigger assembly at 1/2 charge." jbi 3/21/14: Repair approved with credit card. jbi 4/14/14: Bob with The Gun Shoppe left message requesting reimbursement of repair charges. I returned his call and left message on his voicemail. jbi 4/15/14: Received call from dealer, he said that since gun is now under recall, he is requesting reimbursement for what he paid when this repair was approved. I advised that I do not have an answer for him at this time. I setup ticket #56722 to get the gun in for the recall and sent to him by email. jbi 4/21/14: Received call from Bob with The Gun Shoppe, he is again asking for reimbursement for previous repair. jbi 5/16/14: Received call from Bob with The Gun Shoppe, he is again asking for reimbursement for previous repair. I advised Remington is still determining how to handle this type of situation. jbi 7/9/14: Received approval for refund of \$70.08 from Jon Sprole. G-408 sent to Patti Edson. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/17/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 7MM RUM
	Date Code		BC
	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	HEAVY BRASS WASH ON FACE AND AROUND EXT
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition		

		Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
	Lift	---Select---	.010
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
	Condition	Slightly Worn; Functioning	
Trigger	Pull	---Select---	3#
	Altered	True	SEALANT MISSING
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		REC'D WITH 20, 22 LR CCI SPENT CASES

Irving, Jesse

From: Coe, Lauren
Sent: Wednesday, July 09, 2014 3:02 PM
To: Irving, Jesse; Sprole, Jon K.
Cc: Fulcher, Dell
Subject: RE: Refunding repair charges on X-MarkPro

38012

Lauren
lauren.coe@remington.com
336.648.8513 direct

From: Irving, Jesse
Sent: Wednesday, July 09, 2014 3:01 PM
To: Sprole, Jon K.; Coe, Lauren
Cc: Fulcher, Dell
Subject: RE: Refunding repair charges on X-MarkPro

Thanks Jon. Lauren, do you have a cost center for the X-MarkPro Recall?

From: Sprole, Jon K.
Sent: Wednesday, July 09, 2014 2:53 PM
To: Irving, Jesse; Coe, Lauren
Cc: Fulcher, Dell
Subject: RE: Refunding repair charges on X-MarkPro

We should refund the \$70.08

From: Irving, Jesse
Sent: Wednesday, July 09, 2014 2:50 PM
To: Sprole, Jon K.; Coe, Lauren
Cc: Fulcher, Dell
Subject: RE: Refunding repair charges on X-MarkPro

It's a 2008 Model 700 that was received in for repair on 3/14/14. Per letter from dealer, "The gun fired when moving the safety from safe to fire. Please inspect and repair/replace as necessary." We could not duplicate concern, but found that the sealant was missing from the trigger set screw (altered). We quoted repair at a 50% discount as a goodwill gesture. Dealer approved quote of \$70.08 and paid with a credit card on 3/21/14. We replaced the trigger and shipped out on 3/26/14. Dealer is now requesting a refund because of the recall and has called 4 different times. Also, we received the gun back in for the recall on 4/22/14 and shipped it back out on 5/29/14.

The Gun Shoppe
Serial # G6721685
Repair #340635
Repair #343953 (recall)

From: Sprole, Jon K.
Sent: Wednesday, July 09, 2014 2:14 PM
To: Coe, Lauren; Irving, Jesse
Cc: Fulcher, Dell
Subject: RE: Refunding repair charges on X-MarkPro

What was the timing and issue surrounding repair?

From: Coe, Lauren
Sent: Wednesday, July 09, 2014 2:11 PM
To: Irving, Jesse; Sprole, Jon K.
Cc: Fulcher, Dell
Subject: RE: Refunding repair charges on X-MarkPro

JB, yes we will refund folks who paid for the replacement but only if the replacement is with the new trigger. Is this correct Mr. Sprole?

Lauren Alderman Coe | Senior Paralegal
Remington Arms Company, LLC

870 Remington Drive, Post Office Box 700, Madison, North Carolina 27025
Phone 336.548.8513 | Fax 336.548.8810 | lauren.coe@remington.com



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From: Irving, Jesse
Sent: Tuesday, July 08, 2014 4:56 PM
To: Coe, Lauren
Cc: Fulcher, Dell
Subject: Refunding repair charges on X-MarkPro

Lauren,

I have a dealer requesting a refund on repair charges where they were charged for replacing an X-MarkPro trigger. The charges were \$70.08. He has called on 4 different occasions requesting the refund. Earlier, I advised that we are still working out the details of the recall. Do you have any info if Remington is going to be refunding these repair charges? If so, how will it be handled. Thanks for your help.

J.B. Irving | Consumer Affairs Administrator
Remington Arms Company, LLC

870 Remington Dr., PO Box 700, Madison, NC 27825-0700

Phone: 1.800.243.9760 | Phone: 336.548.8684 | Fax: 336.548.7872 or 336.548.7723

Email: jesse.irving@remington.com

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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:

THE GUN SHOPPE
2641 NORTHTOWN WAY
HIGHLAND, IL 62249 US

Item Return To:

THE GUN SHOPPE
2641 NORTHTOWN WAY
HIGHLAND, IL 62249 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: 03/14/2014

RE00340635

G6721685

Estimate Date: 03/17/2014

Model: 700 7MM REM ULTRA MAG Caliber BOLT Action

Date Printed: 4/14/2014

RIFLE MfgBy: Remington-USA

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

S056 - FEATURE-TRIGGER ADJUSTMENT SCREWS ALTERED
X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments

trigger assembly pull screw altered. to restore confidence in rifle can offer to replace trigger assembly at 1/2 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
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Billable	1	99.91	50	49.96
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

Sub Total: 66.96

Est Sales Tax: 3.12

Grand Total: 670.08

26"
801/0
32
010

10092

The Gun Shoppe

2641 Northtown Way

Highland, IL 62249

618-654-4669, fax: 618-654-5491

Email sales@the-gun-shoppe.com

Attn: Service

Please find Remington model 700, serial number G6721685. The gun fired when moving the safety from safe to fire. Please inspect and repair/ replace as necessary.

Please contact me with any questions or concerns.

Thank You

Bob Bollman

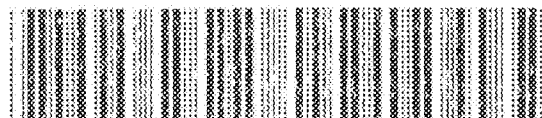
The Gun Shoppe

8/11/14

Serial
Number

G6721685

Model: 700



RE00340635

RECEIVED
MAR 18 2014

BY:

could not dup. concern,
T.A. pull screw A.A. can
offer to rep. T.A. at 1/2
cost to restore work.

Q



