

Remington Arms Co., Inc.
Product Service
Legal Case #:9626

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
337484	2/11/2014	12/4/2013	2/12/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Steven M.	Williams	2028 Lower Lick Creek Rd.	Linden	TN	37096		H 931-589-5152 W 931-589-2817 E swilliams12@tds.net

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				

12/2/13: Customer sent an email in Ref# 131202-000145. He stated that he was using the rifle while deer hunting & it fired on safe release - no damage, no injury reported. He stated he bought gun new in 2012 & it has not been tampered with in any way. Customer stated he "would like for Remington to inspect and replace any defective or substandard parts or possibly replace the entire trigger assembly and safety mechanism". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	84600	G7071562	OF	7/13/2011 12:56:48 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART STORE 0192	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 - goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46					

12/6/13: Mailed ARS, letter, SR paperwork. df 2/14/14: Per Ilion - Could not duplicate concern. To restore

confidence in rifle, will replace TA, check over & test at n/c - goodwill. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B TRAVIS
	Exam Date		2/12/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 223 REM
	Date Code		OF
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Belt	Muzzle/Crown Condition	Like new; Functioning	
	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
Extractor	Stop	Like new; Functioning	
	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
Overall	Natch 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	
	LiR	---Select---	.011
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#

	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	

Quotation

Remington Service

PO Box 700

Madison, NC 27024-0700

Estimating Report

Parts and Repairs: P:(800) 243-9700/F:(336) 548-7861

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:

STEVEN M WILLIAMS
2028 LOWER LICK CREEK RD
LINDEN, TN 37096 US

Item Return To:

STEVEN M WILLIAMS
2028 LOWER LICK CREEK RD
LINDEN, TN 37096 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

RE00337484

Serial Number / Description

G7071562

Model: 700 223 Caliber BOLT Action RIFLE MfgBy:

Remington-USA

Date Received: 02/11/2014

Estimate Date: 02/12/2014

Date Printed: 2/24/2014

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 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
F305570B	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

Remington.

9626

December 4, 2013

COPY

Steven M. Williams
2028 Lower Lick Creek Rd.
Linden, TN 37096
Phone: 931-589-5152

Ref # 9626, Model 700, Serial # G7071562

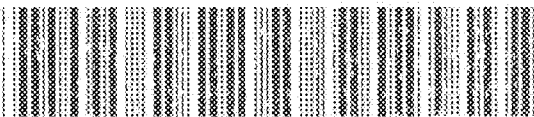
Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. This shipping label is for a UPS Hub or UPS Terminal or a UPS driver can scan the label and ship the package for you.

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

G7071562

Model: 700



RE00337484

could not dup camera
to restore tool. in sight
will try. T.B. chadone
+ TEST AT H/C
GOOD-WILL

RECEIVED
FEB 14 2014

BY.....

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

Parts and Repairs: P.800-243-9700/T.236-548-7801

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 SR000970361	Serial Number / Description G7071362 Model 700 RIFLE Caliber: 223	Date of Request: 12/06/2013 Date Printed: 12/06/2013
Customer: STEVEN M. WILLIAMS 2028 LOWER LICK CREEK RD. LINDEN, TN 37096 US Email:	Destination: Arms Services 14 Hoefler Ave Hion, 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 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 # 9626. dmf

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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		Serial Number: 67071562	
Name: JIMMY WILLIAMS		Date of Purchase: 10-07-2011	
Address (no PO Boxes): 2020 LOWER LEX CREEK ROAD			
City: LUFKIN		State: TX	Zip: 75906
Phone (Daytime): 936-626-2117 936-626-4303		Fax:	
E-mail Address: williamsj2@msn.net			
Please describe your problem: I own a Remington model 700 Serial No. 67071562 which I purchased here at Wal-Mart in 2011. I was set up on a sand bag rest waiting for a deer to step out from behind a tree and reached up with my thumb and index finger to turn the safety off and the gun discharged. I am 100% positive that I did not have anything inside trigger guard because while my right hand was busy trying to quickly release the safety I had my left hand holding up on the butt of the stock. I found this very disturbing. I have owned numerous model 700's over the years and have always found them to be reliable and accurate. This particular gun had the malfunction happen on exactly the 20th round fired through it and has not been tampered with in any way. I have three boys ranging in age from 9 to 14. I have instilled in them that safety, when using firearms, is of the utmost importance and that they should never rely on a mechanical safety. Even though this is a good example for why we should never rely solely on mechanical safety, I still do not feel comfortable letting them hunt with this gun in its present condition. I would like for Remington to inspect and replace any defective or substandard parts or possibly the entire trigger assembly and safety mechanism. Thanks for your assistance, Jimmy Williams			
600 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 INCURED 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



Walmart
MANAGER RICHARD 0000
(931) 381 - 6412
COLUMBIA, TN
51 192 0P4 00000170 TEN 77 INR 06874
FIN. ARMS 004770004600 397.00 T
WAS 467.00 YOU SAVED 70.00
SUBTOTAL 397.00
TAX 1 9.250 % 36.72
TOTAL 433.72
DEBIT TEND 433.72
CHANGE DUE 0.00

EFT DEBIT PAY FROM PRIMARY
RECORD : 0443
433.72 TOTAL PURCHASE
REF # 128100380070
NETWORK ID. 0076 APPR CODE 990101
10/07/11 20:09:46

ITEMS SOLD 1

TCR 0080 2659 9415 4647 5582 6



"Like" Walmart on Facebook
www.facebook.com/walmart
10/07/11 20:09:49

***** FIREARMS RETURN POLICY *****
All firearm sales are final.

9626

Reference #
131202-000145
Status
Updated
Assigned To
Administrators
Dell
Product
Firearms
SLA
Not specified
Queue
CSR

Registration question

Discussion Thread

Customer (swilliams12 tds net)

12/04/2013 09:57 PM

Dell

Upon reviewing my first e-mail I realize I have typed my address incorrectly. My address is: Steven M. Williams 2008 Lower Lick Creek Road Linden, TN 37096.

This address is my mailing and shipping address so please send the aforementioned shipping label there. Thank you for your assistance in this matter.

Sincerely,

Steve

On Wed, Dec 4, 2013 at 12:21 PM, Remington Information info@remington.com wrote:

Response (Dell -)

12/04/2013 01:21 PM

Dear Mr. Williams,

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to confirm that the address listed in your first email is your mailing address.

We would like to send you a pre-paid shipping label for UPS to have the firearm come in.

I will also include a form that you can fill out to let the examiner know exactly what happened and when this occurred.

Sincerely,

Dell

Date Created
12/02/2013 11:42 PM
Date Initial Solution Response
12/04/2013 01:21 PM
Last Updated
12/04/2013 09:57 PM

Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

Customer (swilliams12 tds net)

12/02/2013 11:42 PM

I own a Remington model 700 Serial No. G7071562 which I purchased new at Wal-Mart in 2012. Recently, I was set up on a sand bag rest waiting for a deer to step out from behind a tree and reached up with my thumb and index finger to turn the safety off and the gun discharged. I am 100% positive that I did not have anything inside trigger guard because while my right hand was busy trying to quietly release the safety I had my left hand holding up on the butt of the stock. I find this very disturbing. I have owned numerous model 700's over the years and have always found them to be reliable and accurate. This particular gun has had exactly 20 rounds fired through it and has not been tampered with in any way. I have three boys ranging in age from 9 to 14. I have instilled in them that safety, when using firearms, is of the utmost importance and that they should never rely on a mechanical safety. Even though this is a good example for why we should never rely solely on a mechanical safety, I still do not feel comfortable letting them hunt with this gun in its present condition. I would like for Remington to inspect and replace any defective or substandard parts or possibly replace the entire trigger assembly and safety mechanism.

I believe I registered this gun but I am not certain. I would like to check to make sure that I did register the gun before proceeding with having Remington do the needed replacement.

Thank you.

Steven M. Williams
2008 Lower Lick Creek Road
Linden, TN 37096

E-Mail: swilliams12@tds.net or swilliams12@tds.net
Work Phone: (601-589-2817) 8:00 - 4:30 central standard time
Home Phone: (601-589-5152)

Primary Contact

First Name: swilliams12

Last Name: tds net

Organization:

Login: swilliams12@tds.net

Title:

Contact Type:

Email: swilliams12@tds.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

ARS LABEL REQUEST FORM

DATE: 12/06/2013	Service Request # SR00070361
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

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

MAIL LABEL TO:	STEVEN M. WILLIAMS 2028 LOWER LICK CREEK RD. LINDEN, TN 37096 US SR00070361 Email:
RETURN ITEM TO:	ILN Arms Services



4XX506 DEC 9, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5060088866448
 REF 1:SR00070361
 REF 2:

HANDLING CHARGE 0.00	SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:	RS 0.00
DV 0.00	SD 0.00
DC 0.00	SP 0.00
AM 0.00	PR 0.00
TOT PUB CHG 11.01	PUB+HANDLING 11.01

ATTN: Product Service	
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