

Remington Arms Co., Inc.
Product Service
Legal Case #:10747

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
472867	10/28/2014	9/29/2014	11/10/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dedrick	Wright	806 Martin Luther King Jr. Dr.	Farmerville	LA	71241		H 318-348-3620

Incident Information

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

9/29/14: Received call from Dedrick Wright, he said that about 1 week ago while in his deer stand he was closing the bolt and the gun fired. He said that he shot a hole in the stand. He ask to be reimbursed for damage to the deer stand. I advised that I can not discuss reimbursement until after we have examined the gun. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	27097	RR04323A	CG	4/26/2012 8:02:52 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART SUPERCENTER 0023		Y			

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
Replace trigger assembly,check						

over and test fire
at no charge

Repair/Replacement Repair/Replacement
Cost Date
\$27

9/29/14: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1736877. Ticket # 184458. jbi
10/30/14: Per Ilion, "could not duplicate concern." jbi 11/7/14: I called consumer, he said that he just
replaced a wood board where the bullet went thru. I advised that we will replace the trigger at no charge.
jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		K.COFFIN
	Exam Date		10/28/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 7MM REM MAG
	Date Code		CG
	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	
	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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP

	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	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	

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:

Dedrick Wright
806 Martin Luther King Dr
Farmerville, LA 71241 US

Item Return To:

Dedrick Wright
806 Martin Luther King Dr
Farmerville, LA 71241 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:	10/25/2014
RE00472867	RR04323A	Estimate Date:	11/10/2014
	Model: 700 7MM Caliber BOLT Action RIFLE MfgBy:	Date Printed:	11/10/2014
	Remington-USA		

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
U030 - TRIGGER UPDATE-XMP

Found

R012 - Safety and function evaluation
U030 - TRIGGER UPDATE-XMP

Technician Comments

replace trigger assembly,check over and test fire at no charge

Material	Type	ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.) Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
4000114	Service	SERVICE CR-SHIPPING & HANDLING (GUN REPA	1	Warranty	1	.00	0	.00
4000119	Service	SERVICE CR-TEST	1	Warranty	1	.00	0	.00

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

Remington®

7611
C64/12
3.54
.011

COPY

September 30, 2014

Dedrick Wright
806 Martin Luther King Jr. Dr.
Farmerville, LA 71241
Phone: 843-527-4298

10747

Ref # 10747, Model 700, Serial # RR04323A

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. A box will arrive separately.

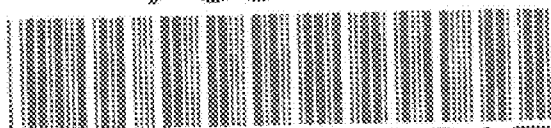
Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service".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

I hope that this action will keep you a loyal Remington customer.

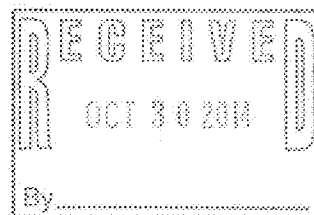
Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

TAG: X

Model: 700



RE00472867

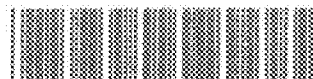


Service Request

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number 184458	Serial Number / Description RR04323A 700 ADL SYN 7MM REM MAG 26" W/SCOPE	Date of Request: 09/29/2014 Date Printed: 09/29/2014
Customer: DEDDRICK WRIGHT 806 Martin Luther King Dr Farmerville LA 71241 US Email:	Destination: ARM 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 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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	9/29/2014	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.# 10747			

LABEL INFORMATION

MAIL LABEL TO: Dedrick Wright 806 Martin Luther King Dr Farmerville, LA 71241 Phone: 318-348-3620
RETURN ITEM TO Remington Arms Co LLC Attn: Arm Service 14 Hoefler Ave. Ilion, NY 13357

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX586 SEP 30, 2014 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT ALL CURRENCY USD
TRACKING# 1Z4XX69600R0402868
REF 1: REF# 10747/JB/PG
REF 2:
HC 0.00 CNS 0.00 FHT: 3RD
SHIPMENT PUB RATE CHARGES: SVC T/P USD
DV 0.00 COD 0.00 RS 0.00
DC 0.00 DGD 0.00
AH 0.00 PH 0.00 ROD 0.00
TOT PUB CHG 12.48 PUB + HANDLING 12.48