

Remington Arms Co., Inc.  
Product Service  
Legal Case #:3001

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
157136	12/15/2008	12/23/2008	12/23/2008				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Sportsmans Edge		Sportsmans Edge	292 Hwy 62 West	Ash Flat	AR	72513		W 870-994-3651

## Incident Information

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

Customer says gun will sometimes fire when the safety is pushed to the off position. Gun was sent in last year for the same problem need to be really fixed this time.

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25775	E6346676	BR	1/30/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		U			

New TA install in 12/2007

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
Repair as at n/c as gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	90.00	12/23/2008				

Wrong description in database this is a Model 700 not a 40-X. Returned to AS to have a new X-Mark Pro trigger assembly installed to restore customers faith in rifle. We could not duplicate the concern or find any fault with the rifle fls.

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Supry
	Exam Date		12/23/2008
	Product Type		RF
	Action Type		A

	Assigned To		Supry
Cause	4038	Could Not Duplicate Concern	No fault found with the rifle.
Barrel	Description		Model 700 ADL 308
	Date Code		BR
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Abused; 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	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Model 700
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	not measured
	Notch	Like new; Functioning	
Pull	Trigger	Condition	Like new; Functioning
Altered		---Select---	4.5 lbs.
Sub-Assembly		False	TA installed 12/2007 under repair 121084
Non-Remington Components		M/700 Non-Bolt Lock	
	Description		Scope bases

**Arms Services Repair & Estimate System**

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

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**Repair Inquiry**

Repair Number: **RE00157136** Serial: **E6346576** Model: **700** Center Fire Caliber: **308 WIN** Produced: **01/30/1997** Repairman: **Dale Lewis**  
 Verify Repair Status: **Repairing 12/23/2008 8:15:10 AM**

**Address Information**

Customer: ☒ Received From Return To: ☐ Received From

Name: **SPORTSMANS EDGE** **SPORTSMANS EDGE**  
 Address 1: **292 HWY 62 WEST** **292 HWY 62 WEST**  
 Address 2: **PO Box** **PO Box**  
 City: **ASH FLAT** **ASH FLAT**  
 State: **AR** Zip Code: **72513** Country: **US** State: **AR** Zip Code: **72513** Country: **US**

FFL ☐ ☐ ☐ ☐ ☐ ☐

**Contact / Condition** **Problems** **Estimate** **History / Status** **Shipping / Billing**

Date	Code	User ID	Desc1	Desc2
12/15/2008 8:51	New	valentds	Repair Added	
12/23/2008 7:05	Expedite	lewisdb	From: Check In	To: Repair Bench
12/23/2008 8:11	Estimate	lewisdb	Estimate Update	Status: Parts Hold
12/23/2008 8:15	Repairing	System	Immediate SAP Allocation	

☐ Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☒ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair

**Current Status**  
 Repairing  
 12/23/2008 8:15:10 AM  
 System  
 Repair Bench  
 Repair Location  
 ILN  
 Current Location  
 ILN  
 Transfer Number

**Repair Search** **Refresh** **Close**

suprvl: 12/23/2008 1:13 PM CAPS: NUM INS SCPL

start Inbox - Micros... PS Hold Guns AS Part Search by... 2 Microsoft O... Search for a Se... Arms Services 1:13 PM

Could not duplicate concern  
 no fault found with rifle  
 Installing a new X-Mark Pro  
 Trigger assembly at nlc to  
 restore customer's faith in rifle.  
 FRED

3001

# Remington

## Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700		Serial Number: E6346676	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: THE SPORTSMAN'S EDGE		Date of Purchase:	
Address (no PO Boxes): 292 HWY 62 W.			
City: ASH FLAT		State: ARK.	Zip: 72513
Phone (Daytime): 870-994-3651		Fax:	
E-mail Address:			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem:			
GUN WILL SOMETIMES FIRE WHEN SAFETY IS PUSHED TO THE "OFF" POSITION. GUN WAS SENT IN LAST YEAR FOR THE SAME PROBLEM. THIS PROBLEM NEEDS TO BE REALLY FIXED THIS TIME AS SOMEONE COULD EASILY BE HURT WITH THIS GUN.			
Ammunition Information:			
Manufacturer: (208)		Type: Could not duplicate	
Other (i.e. bullet weight/type, shot size, powder): Ins. fault new			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used:			
How often do you clean the bore? (Months or Number of rounds)			

Serial Number:

E6346676

Model: 700



RE00157136

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed? <i>2007 SENT FOR SAME PROBLEM</i>
Ship your INSURED firearm by either UPS or Parcel Post to:
<p align="center"><b>REMINGTON ARMS CO., INC</b></p> <p align="center"><b>ATTN: Arms Service Division</b></p> <p align="center"><b>14 Hoefler Ave</b></p> <p align="center"><b>Ilion, NY 13357</b></p>
<p><b>⚠ 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.</b></p> <p><b>:: Record the serial number of your firearm before sending it.</b></p> <p><b>:: 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.)</b></p> <p><b>:: Remove all accessories from your firearm to prevent loss or damage.</b></p> <p><b>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</b></p> <p><b>:: 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.</b></p> <p>Charge repairs will be processed using the following guidelines:</p> <p><b>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun).</b></p> <p><b>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.</b></p>