

Remington Arms Co., Inc.
Product Service
Legal Case #:4385

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
188398	2/4/2010	2/23/2010	2/23/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Mel Doyles Shop		Mel Doyles Shop	401 Ellis Ln	Plummer	ID	83851		W 208-686-1006
Incident		Bill	Burns	PO Box 525	St. Maries	ID	83861		H 208-582-2334

Incident Information

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

2/25/10 Per letter with rifle, alleges that this firearm has discharged twice, round in chamber push safety ahead and bang. He has tried since and it won't do it anymore.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	27389	G6891172	WD	8/12/2009 1:09:27 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HDQRS		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 TPA n/c to restore confidence						
	Repair/Replacement Cost	Repair/Replacement Date				
	60.64	2/25/2010				

2/25/10 Per Ilion, could not duplicate concern. Replace TPA to restore confidence in rifle at n/c.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/23/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 300 RUM
	Date Code		WD
	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---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	WILL FOLLOW DOWN
	Pull	---Select---	3#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Arms Services Repair & Estimate System

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

Repair Inquiry

Repair Number: **RE00188398** Serial: **G6891172** Model: **700** Center Fire Caliber: **300 REM ULTRA MAG** Produced: **08/12/2009** Repairman: **Bruce Travis**
Verify Repair Status: **Repairing 2/23/2010 9:42:09 AM**

Address Information

Customer: ☒ Received From Return To: ☐ Received From
Name: **MEL DOYLES SHOP** **MEL DOYLES SHOP**
Address 1: **401 ELLIS LANE** **401 ELLIS LANE**
Address 2: **PO Box** **PO Box**
City: **PLUMMER** **PLUMMER**
State: **ID** Zip Code: **83851** Country: **US** State: **ID** Zip Code: **83851** Country: **US**
FFL:

Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing	
Date	Code	User ID	Desc1					Current Status	
2/4/2010 10:30:4	New	valentide	Repair Added			☐ Shipping Hold		Repairing	
2/22/2010 1:44:4	Expedite	pencilr	Front Check In			☐ Interface Hold		2/23/2010 9:42:09 AM	
2/23/2010 8:08:0	Maint	Travisbw	Repair Maintenance			☐ Estimate Sent		System	
2/23/2010 9:41:0	Estimate	Travisbw	Estimate Update			☒ Parts Received		Gallery	
2/23/2010 9:42:0	Repairing	System	Immediate SAP Allocation			☐ Passed Inspection		Repair Location	
2/23/2010 11:52	Expedite	pencilr	Front Repair Bench			☐ Return As Received		ILN	
						☐ Has been Approved		Current Location	
						☐ Internal Repair		ILN	
								Transfer Number	

Repair Search Refresh Close

RECEIVED
FEB 24 2010
BY:.....

Serial Number

G6891172

Model: 700



RE00188398

208-686-1003
MEL DOYLES SHOP
401 ELLIS LANE
PLUMMER ID 83851

9 LBS

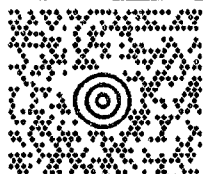
1 OF 1

SHIP TO:

ATTN: ARMS SERVICE DIVISION REPAIR
REMINGTON ARMS COMPANY INC.
14 HOEFLER AVE.
ILION NY 13357

62

27
33.64
60.64



NY 135 0-01



could not duplicate concern
~~to replace~~ replace
TPA TO RESTORE confidence
in rifle AT N/C.

warranty

4385

26"
JUL 8/09
3#
013

1-26-2010

Remington Arms

I PURCHASED THIS RIFLE JUST AFTER THE FIRST OF THE YEAR, I HAVE SENT IN MY WARRANTY CARD. THIS FIRE ARM HAS DISCHARGED TWICE, ROUNDS IN CHAMBER PUSH SAFETY AHEAD AND BANG.

I HAVE TRIED TO GET IT TO FIRE MANY TIMES, BY TAKING OFF THE SAFETY, IT WOONT DO IT ANY MORE BUT I DONT TRUST IT.

I PURCHASED A NEW TOO VARMIT S.F. AND HAVE HAD NO PROBLEMS WITH YOUR NEW PROX ASSEMBLY.

PLEASE REPAIR MY ULTRA MAG, I AM SENDING THE RIFLE THROUGH MY GUNSMITH MEL DOYLE HE GETS BETTER UPS RATES, PLEASE SEND THE RIFLE BACK TO HIM HIM MEL DOYLE GUNSMITHING HE WILL CALL ME FOR RETURN,

MY NAME IS BILL BURNS MY ADDRESS IS PO BOX 525 SE MARIES, ID. 83861, PH # 208-582-2334.

THANK YOU
VERY MUCH
TURELY

Bill Burns