

Remington Arms Co., Inc.
Product Service
Legal Case #:5205

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215501	12/19/2010	11/24/2010	12/19/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Bond	530 Westview Ave	Bedford	VA	24523		W 540-586-3131

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired on bolt closing	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing		Unknown
C				

11/24/10 Per call from Bond, he has had this 700 since 1981 and for the first time since he's had it, it fired on closing the bolt. Not long ago it wouldn't fire at all. He said he "buggered up the bolt" trying to work on it.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6883840		3/7/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	EVANS SPTG GDS SHREVEPORT LA		Y			

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, replace TPA, clean, test at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	106.79	12/23/2010				

11/24/10 Mailing ARS.cm 12/23/10 Per Ilion, could not duplicate concern. Insatl new trigger assm under the BLSM program price. Install new firing pin assm no charge for the one that he messed up. Emailing quote to Bond. His office is closed today.cm 1/18/11 Approved by email on 12/23/10.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/20/2010
	Product Type		RF
	Action Type		A

	Assigned To		Nagle
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22 inch Model 700
	Date Code		BA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Abused; Functioning	Bolt plug gouged from improper disassembly
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Abused; Functioning	Release is out of position causing the bolt stop to bind
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	True	
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 Bolt Lock
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
Pull	Trigger	Condition	Slightly Worn; Functioning
		---Select---	5 lbs

Altered		False	
Sub-Assembly		M/700 Bolt Lock	
Non-Remington Components	Description		sling strap, one piece scope base

QUOTATION

Parts/Repairs
Fax

800-243-9700
336-548-7801

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700

www.remington.com info@remington.com

**ESTIMATING
REPORT**

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 (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00215501 Account # - R-	Description/Serial Number A6873840	Date Received - 12/19/2010 Estimate Date - 12/20/2010 Current Date - 12/23/2010
Customer JOHN BOND 530 WESTVIEW AVE. BEDFORD, VA 24523 US		Return To JOHN BOND 530 WESTVIEW AVE. BEDFORD, VA 24523 US
Phone (H) (540)-586-3131 Phone (W)	Fax (540)-586-4015 Email JBOND@JETBROADBAND.COM	

Please Circle One
 VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
 PO Number _____
 Daytime Phone (____) _____ Time To Call _____ Open Acct. R _____
 Approval: Customer Signature _____ Date _____
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
 Notice: We process checks electronically through Check 21

Reported		Problems Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M240	BOLT LOCK SAFETY MODIFICATIO

Technician's Comments

ProblemNotes could not duplicate concern,install new trigger assem under bolt modification for \$20 + shpg,install new firing pin assem n/c per product service.

Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote						
Material #	Material Description	Qty	Warranty Y/N	Price/Unit	Discount Percent	Extended Amt
Part						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	Y	\$94.00	0%	\$0.00
F305630	700 FLUTED FIRING PIN ASSB L/A BL OXID	1	Y	\$52.00	0%	\$0.00
Service						
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00
Sub Total:						\$37.00
Est. Sales Tax:						
Grand Total:						\$37.00

516
BA = 1/1980

Remington®

November 24, 2010

John Bond
530 Westview Ave.
Bedford, VA 24523

Subject: #5205, Model 700

Dear Mr. Bond,

Enclosed is the prepaid UPS ground shipping label. Please include a copy of this letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the box with "Product Service". Apply the label to your box and take it to a UPS terminal or driver for shipping.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

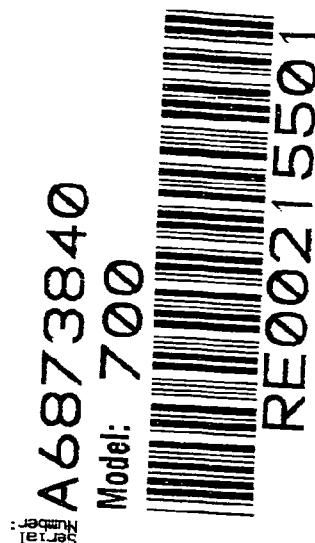
enclosure

*Could not duplicate concern.
Install new Trigger assembly
under the bolt lock modification program.
Quote.*

*Install new firing pin assembly n/c
for the one that he messed up.*

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

FRED 12/20/10



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

Model Number: <u>700</u>	Serial Number: <u>A6873840</u>
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>John A. Bond</u>	Date of Purchase: <u>1981</u>
Address (no PO Boxes): <u>530 Westview Avenue</u>	
City: <u>Bedford</u>	State: <u>VA</u> Zip: <u>24523</u>
Phone (Daytime): <u>540-586-3131</u>	Fax: <u>540-586-4015</u>
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>jbond@jetbroadband.com</u>	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: <u>Gun misfired several times while hunting in 2009. In 2010 while hunting gun fired when safety was put in "fire" position to unload gun. Trigger was not touched.</u>	
500 characters left	
Ammunition Information:	
Manufacturer: <u>Remington</u>	Type: <u>270</u>
Other (i.e. bullet weight/type, shot size, powder): <u>150 grains</u>	
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:	<i>Brand unknown</i>
How often do you clean the bore? (Months or Number of rounds)	<i>Each time fired</i>
How often do you clean the action? (Months or Number of rounds)	_____
How often do you clean the trigger assembly? (Months or Number of rounds)	_____
Brand of lubricant used:	<i>Brand unknown</i>
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 type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)	
<i>Never</i>	
What were the services performed?)	

Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<p>Ⓢ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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	

Serial Number:

A6873840

Model: 700



RE00215501

JOHN BOND
530 WESTVIEW AVE
BEDFORD VA 24523

10 LBS

1 OF 1

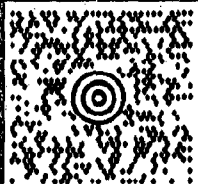
RS

SHIP TO:

REMINGTON ARMS
PRODUCT SERVICES
14 HOFER AVE.

ILION NY 13357

CS 12-18-10

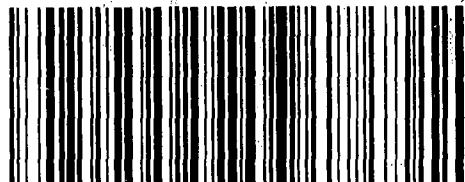


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6510 6535



BILLING: 3RD PARTY

frmRepairMain - FGI Repairs

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

frmREInquiry - Repair Inquiry

Repair Number: RE00215501

Serial: A6673640 Model 700 Center Fire Caliber: 270 WIN

Repairer:

Status: New 12/19/2010 9:18:40 AM

Verify Repair

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: JOHN BOND

Address 1: 530 WESTVIEW AVE

Address 2:

City: BEDFORD

State: VA Zip Code: 24523 Country: US

Name: JOHN BOND

Address 1: 530 WESTVIEW AVE

Address 2:

City: BEDFORD

State: VA Zip Code: 24523 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/19/2010 9:...	New	sanguinegl	Repair Added	
12/19/2010 9:...	Expedite	sanguinegl	From: Check In	To:
12/19/2010 12:...	EmailSent	ArmEmail	Repair Received	JBOND@UE
12/19/2010 12:...	EmailVerified	ArmEmail	Receipt	JBOND@UE
12/20/2010 1:...	Expedite	supryfl	From: Product Services	To: Repair B

Shipping Hold

Interface Hold

Estimate Sent

Parts Received

Passed Inspection

Return as Received

Has Been Approved

Internal Repair

Exclude TATC

Current Status

New

12/19/2010 9:18:40 AM

sanguinegl

Repair Bench

Repair Location

ILN

Current Location

Transfer Number

Repair Search

Refresh

Close

supryfl - ILN/Prod

frmRepairMain

D1102R7XPIL

Monday, Dec 20 2010

1:37 PM

start

DESKTOP

frmRepairMain - FGI

1:33 PM

20.23
 9.56
 27. —
 35. —
 15. —
 106.79

RECEIVED
 DEC 21 2010

BY:



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/24/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA			
COORDINATOR		XXXXXX	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
A6873840 700			

LABEL INFORMATION

MAIL LABEL TO:	John Bond 530 Westview Ave Bedford, VA 24523
RETURN ITEM TO:	Rem Prod Service

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

4XX596 NOV 29, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065106535
REF 1: JOHN BOND/CD/CM
REF 2: 700/A6873840

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS 0.50	
DC 0.00	DGD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 8.20	PUB+HANDLING	8.20	