Remington Arms Co., Inc. Product Service Legal Case #:4976

				Product Service					
				Legal Case #:4976					
Case Inform	nation								
RE# 211199	Date Ope 11/22/20		ate Opened(PS) 11/4/2010	Date Closed 11/23/2010		ent Date 2/2010	Pre Lit	Lit	Obsolete
Customer I		510	11/4/2010	11/23/2010	11/	2/2010			
	Business	First Name	Last Name	Street	City	State Z	in Aga	C	ntact
Type Reporter	business	Joe	Dorough	809 Gerald St.	Henderson		ip Age 554	H 903	-657-4236 -918-7061
Incident Inf	formation							C 903-	918-7001
meiden in	Claims		Code	2	Repair Est	. Medical	Treatment	Med	lical Status
Pi	Ciarins		3000	•	repair 23	. medica			Diatas
PD		Cau	ise:4015 Improi	er Maintenance					
S			ncern:1020 Fired of			Un	known		
	l on Bolt Openi								
				The on 11/2/10 at a local phone # & told him to		e dealer was o	ycling the ac	ction. WI	nen he
Firearm Inf	ormation								
Mfg	! .	Type	e	Model/Ga	a.	SKU	Seri	al Bbl	DOM
Reming	gton	CF/BA		700/3006 SPRG		n/a	62810	16 ES	10/1/1969
Date Pure	chased	Where Purchased		Accessories		Original Ow	ner		
Other Produ		- None Defined on - None Define	ed						
Settlement			1	Remington/700/CF/B	A				
Set	tlement	Release of	f Claims	Release Date	Reimburs	ement	Cash tlement I	Reim. Date AP	Cash Date APV
	Quote to repair LM program	•							
		Repair/Rep		epair/Replacement					
		Cos		Date					
	" LDO 1	\$45.		11/29/2010	0.11		T. A	٠.	
				7. df 11/29/10: Per Ilio 1f 11/29/10: Tried to c					
Examinatio	n[Remington/C	CF/BA]							
·	Do-4		Cub Dowt	Code			Corre		
	Part	Examine	Sub-Part	Code		RAVIS	Commen	L	
		-		4					
P		Exam Da		4	==	23/2010			
Examination	n	Product 7		1	RF				<u> </u>
		Action T	ype	4	<u>A</u>				

Part	Sub-Part	Code	Comment		
	Examiner		B.TRAVIS		
	Exam Date		11/23/2010		
Examination	Product Type		RF		
	Action Type		A		
	Assigned To		T.NAGLE		
Cause	4015	Improper Maintenance			
	Description		22" 30-06 SPR		
	Date Code		ES		
Barrel	Bore Plugged	False			
	Bulged	False			

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4976&Type=Case

11/29/2010

1	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning]
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning]
	Handle	Slightly Worn; Functioning]
	Stop	Slightly Worn; Functioning	SLUGGISH
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
_	Notch Condition	Select	
	Exterior Condition	Worn; Functioning	ACTION VERY DIRTY
Overall	Stock Condition	Worn; Functioning	
	Fore End Condition	Select	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		STANDARD M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.007
Sear	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test	16565	False	
	Condition	Slightly Worn, Functioning	T.A. VERY DIRTY,STICKY
Trigger	Pull	Select	5#
Trigger	Altered	False	
	Sub-Assembly	M/700 Bolt Lock]
Non-Remington Components	Description]	TWO PIECE SCOPE BASE

QUOTATION

Kemington Arms Company, Inc.

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

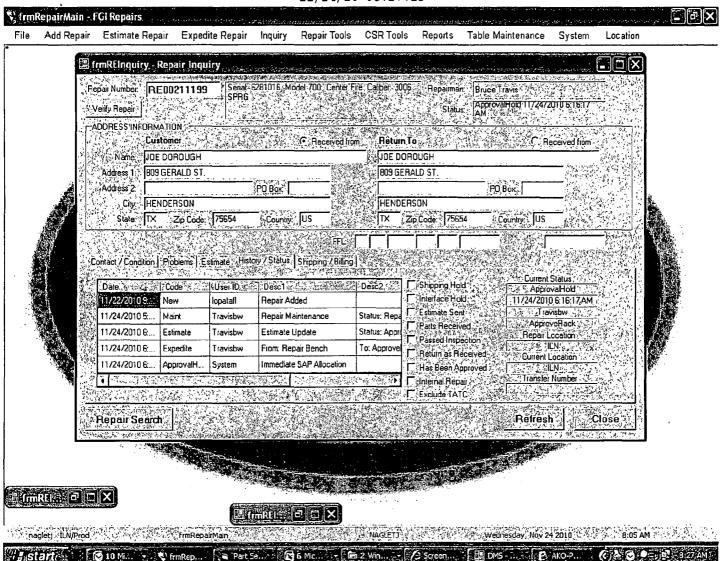
Parts/Repairs Fax 800-243-9700 336-548-7801

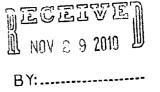
www.remington.com info@remington.com

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	Description/Serial Nur	mber		Date R	eceived -	11/22/2010
RE00211199 Account # - R		6281016				te Date - it Date -	11/24/2010 11/29/2010
Customer JOE DORO 809 GERAL				Return T JOE DO 809 GER			
HENDERSO	ON. TX 75654 US			HENDE	RSON. T	X 75654	US
Phone (H) Phone (W)	(903)-657-4236 (903)-918-7061		Fax Email				
Please Circle C VISA MC A PO Number	One MEX DISCOVER Card No	is		Ехр.	Date		
Daytime Phone	e (stomer Signature	Time To Call		Op	en Acct. <u>R</u>	Date	
	Desire Any Change Please Use T	The Reverse Side For You			This Box	Date_	***************************************
Reported	110	Probler		igi Cieck 21		e sant ub)	
M100 M123	SEE CUSTOMERS LET FORWARD TO PRODU FOR INSPECTIO		M123	FOR	VARÐ TO	PRODUC	Γ SERVICE F
ProblemNote	د در		dirty and sti	ALCONOLINE DISEASES	trigger pla	ate assm,cle	an and test
	Estimate **C.O.D./S	hipping and Handling (Charges are	NOT Includ	ed in this C)uote	
	Material Description	gade kinkung o 🔾 ing mulu qiyot biga dagamadir. 🔾 din		Warranty Y/N	Price/ Unit	Discount Percent	Extended Amt
Part F305570B Service	X-MARK PRO 700 TRIG A	ASSB RH BLACK (O	1	Y	\$94.00	0%	\$0.00
	GR-SHIPPING & HANDLI	NG (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
					Sub Total		\$37.00
					Est. Sales T	ax;	\$2.50
					Grand To	tal:	\$39.50







22" (5 10/69 507

Factory Repair Form Return to Previous Page NOTE: Please complete and print this form, and then include it with your firearm. Model Number: 700 Serial Number: Are you the original owner?: YES Name: JOE DONOUSH Address (no PO Boxes): 809 FEILALG 51 State: TX City: Lencer Sow Phone (Daytime): 903 918 7706 E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be E-mail Address: I would like to receive future e-mail updates from Remington. Please describe your problem and date of occurrence:

CI Boug HT ANY WAS 902NG TO SHOOT

A Hog + flipped Dabty and went off 19T Another round IN WENT TO CHAMBEL Closed BOLT WENT OFF characters left Ammunition Information: Manufacturer: Remaining to N Type: Other (i.e. bullet weight/type, shot size, powder): Handload Information: Powder Used: Powder Weight: Case/Hull Used: Primer Used: Bullet Type/Shot Size: Firearms Care (Cleaning and Lubrication): Brand of cleaning solution used: How often do you clean the bore? (Months or Number of rounds): 0 100 100 140 How often do you clean the action? (Months or Number of rounds) 5 P R A 7 How often do you clean the trigger assembly? (Months or Number of rounds)

http://www.remington.com/support/repair_services/factory_repair_form.asp

How aften do you lubricate the bore? (Months or Number of rounds)

How aften do you lubricate the action? (Months or Number of rounds)

Brand of lubricant used:

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? YES NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to:
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
② 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. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: 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.
Charge repairs will be processed using the following guidelines:
:: Repairs \$75.00 and under will be completed and returned to you C.D.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)
:: 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. We process checks electronically through Check21.

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Other Sites







could not duplicate concern TA very dirty & Sticky. My bace TDA, c 60 Wa Test Fine under BdP for & 20.00 + Ship

Quote



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

ARS LABEL REQUEST FORM

DATE:		11/4/2010	REQUESTED BY:	Dell
QUANTITY:		1	WEIGHT PER PACK	A 10 lbs
RLEASE CHECKONE MEDIA COORDINATOR TO MAIL			I WILL MAIL	XXXXX
DESCRIPTION:	Ref# 4976 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Joe Dorough

809 Gerald St.

Henderson, TX 75654 Ph: 903-657-4236

RETURN ITEM TC Remington Arms

Attn: Product Service

Ilion, NY

APLIBASE COMPLETIE ALLERARTIS OF THIS FORM AND SEND TO THE MEDIA COORDINATIOR:





