

Remington Arms Co., Inc.
Product Service
Legal Case #:4883

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209880	11/10/2010	10/28/2010	11/11/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Thomas	Dye	44419 Joe Frobish Rd.	Sardis	OH	43946		H 740-865-3556 E jrdeedy@yahoo.com

Incident Information

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

10/28/10: Customer called in. Stated he experienced FSR 1 time in the 90's & 1 time 2 wks ago. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM MAG	25803	B6817440	EG	10/1/1986
Date Purchased	Where Purchased	Accessories	Original Owner			
	SHYDA'S GUN SHOP		Y			

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 - Repair @ 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

10/28/10: Sending ARS, ltr, & form. df 11/16/10: Per Fred S. - Could not duplicate concern. Some light dirt & rust on TA. Functioning as designed. Offer to replace TA per request. Clean & test fire @ 1/2 normal charges - quote. df 11/16/10: I called cust. & left msg for him to call me about quote. I mailed the quote for him to review. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		F.SUPRY
	Exam Date		11/11/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4038	Could Not Duplicate Concern	CUST.REQUESTS EST. ON INSTALLING XMP
Barrel	Description		24" 7 MM REM MAG
	Date Code		EG
	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	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.017
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	LITE DIRT/RUST
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

QUOTATION**Remington Arms Company, Inc.**

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

www.remington.com info@remington.com

**ESTIMATING
REPORT**

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

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 RE00209880 Account # - R-	Description/Serial Number B6817440	Date Received - 11/10/2010 Estimate Date - 11/11/2010 Current Date - 11/16/2010
Customer THOMAS DYE 44419 JOE FROBISH RD. SARDIS. OH 43946 US	Return To THOMAS DYE 44419 JOE FROBISH RD. SARDIS. OH 43946 US	
Phone (H) (740)-865-3556 Phone (W)	Fax Email	

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	
M100	SEE CUSTOMERS LETTER	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Technician's Comments

ProblemNotes could not duplicate concern.some lite dirt and rust on trigger assm. functioning as designed.offer to replace trigger plate assm per request,clean and test fire at 1/2 normal charges

Estimate **C.O.D. /Shipping and Handling Charges are NOT Included in this Quote

<u>Material #</u>	<u>Material Description</u>	<u>Qty</u>	<u>Warranty</u> <u>Y/N</u>	<u>Price/</u> <u>Unit</u>	<u>Discount</u> <u>Percent</u>	<u>Extended</u> <u>Amt</u>
Part						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	N	\$94.00	50%	\$47.00
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
Sub Total:						\$75.50
Est. Sales Tax:						\$3.78
Grand Total:						\$79.28

frmRepairMain - FGI Repairs

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

frmREInquiry - Repair Inquiry

Repair Number: RE00209880 Serial: 86817440 Model: 700 Center Fire Caliber: 7
MM REM MAG Produced: 10/01/1986 SKU: 25803

Repairman: Status: Repairing 11/11/2010 7:38:31 AM

Verify Repair

ADDRESS INFORMATION

Customer: Received from: Return To: Received from:

Name: THOMAS DYE THOMAS DYE
Address 1: 44419 JOE FROBISH RD. 44419 JOE FROBISH RD.
Address 2: PO Box PO Box
City: SARDIS SARDIS
State: OH Zip Code: 43946 Country: US OH Zip Code: 43946 Country: US

FPL

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
11/11/2010 7:38:31 AM	New	lopalaf	Repair Added		
11/11/2010 7:38:31 AM	Maint	Travisbw	Repair Maintenance	Status: Repairing	

Shipping Hold
Interface Hold
Estimate Sent
Parts Received
Passed Inspection
Return as Received
Has Been Approved
Internal Repair
Exclude TATC

Current Status
Repairing
11/11/2010 7:38:31 AM
lopalaf
Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search Refresh Close

supply ILN Prod frmRepairMain D1102R7XPL Wednesday, Nov 10 2010 7:57 AM

start [Icons]

RECEIVED
NOV 12 2010

BY:

4883

COPY

24"
E 6-10/81
4.5#
017

October 28, 2010

Thomas Dye
44419 Joe Frobish Rd.
Sardis, OH 43946
Ph: 740-865-3556

Ref: # 4883

Dear Mr. Dye,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the boxes with the name "Supry". Mr. Supry will be inspecting the firearm and will contact me with the results.

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

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

Serial Number:

B6817440

Model: 700



RE00209880

could not duplicate corrosion
some light dirt + rust on trigger.
ASSM. Functioning as designed.
Offer to replace TPA per request,
clean + test fire at 1/2 normal
cost.

Quote

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



Factory Repair Form

Return to Previous Page

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

Model Number: <u>700 7MM BDL</u>	Serial Number: <u>B6817440</u>
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>THOMAS DYE, JR.</u>	Date of Purchase: <u>198?</u>
Address (no PO Boxes): <u>44419 JOE FRABISH RD.</u>	
City: <u>SARDIS</u>	State: <u>OHIO</u> Zip: <u>43946</u>
Phone (Daytime): <u>740-865-3556</u>	Fax: _____
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>JADEE.DYE@YAHOO.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 HAS FIRED TWICED WHEN FLIPPING SAFETY OFF- ONCE BACK IN THE 1990 - AND RECENTLY IN. CO. 10/17/2010 - COSTING ME AN ELK. HOWEVER SAFETY FIRST. I WOULD ALSO LIKE AN ESTIMATE ON INSTALLING A X MARK PRO-TRIGGER</u> <u>Thank You TOM</u>	
500 characters left	
Ammunition Information:	
Manufacturer: <u>Remington</u>	Type: <u>SCARROCCO</u>
Other (i.e. bullet weight/type, shot size, powder): <u>150 GR</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: <u>SHOOTER CHOICE</u>	
How often do you clean the bore? (Months or Number of rounds): <u>6 mo</u>	
How often do you clean the action? (Months or Number of rounds): <u>6 mo</u>	
How often do you clean the trigger assembly? (Months or Number of rounds): _____	
Brand of lubricant used: <u>Hoppe's</u>	
How often do you lubricate the bore? (Months or Number of rounds): <u>6 mo</u>	
How often do you lubricate the action? (Months or Number of rounds): <u>6 mo</u>	

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 <u>MOVED LOST MANUAL</u>
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>10-87</u>
What were the services performed? <u>SAFETY, REAL, REAL STIFF</u>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, 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> <p>:: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p>

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Other Sites





www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/28/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 4883 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Thomas Dye 44419 Joe Frobish Rd. Sardis, OH 43946 Ph: 740-865-3556
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 OCT 28, 2010 ALL CURR USD 1 OF 1
SVC CNOCOM ACT WT 10.0 LBS
TRACKING# 124XX5969066086725
REF 1: THOMAS DYE/CD/DMF
REF 2: 4883/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 OGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.24 PUB+HANDLING 8.24