

Remington Arms Co., Inc.
Product Service
Legal Case #:4873

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209696	11/8/2010	10/27/2010	11/9/2010	9/3/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joe	Hardin	620 Virginia Ave.	Union	MO	63084		H 636-744-1219 E mrsh69@charter.net

Incident Information

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

10/27/10: Customer called in. He has had sporadic FBC w/rifle. No injury. No damage. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6889933	PZ	7/24/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	DUNNS SPG GD PEVELY MO		Y			

CONCERN:FBC

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	Core-Lokt SP/180 gr	3006 SPRG				
Concern	Other	Factory	Reload			
0:		Y	N			

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 - Quote to
repair under BLM
program

Repair/Replacement Cost	Repair/Replacement Date
\$45.23	11/11/2010

10/27/10: Sending ARS, ltr, & form. df 11/11/10: Per Fred S. - Could not duplicate concern. TA dirty, sticky, causing parts to work sluggish. Check over, replace TA, clean & test fire under BLM program - Quote. df 11/11/10: Anne H. left VM for customer to call w/apprv on quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4873&Type=Case>

11/11/2010

Examination	Examiner	B.TRAVIS	
	Exam Date	11/9/2010	
	Product Type	RF	
	Action Type	A	
	Assigned To	F.SUPRY	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	22" 30-06 SPR	
	Date Code	PZ	
	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	SLUGGISH
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 BOLT LOCK SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	DIRTY
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

QUOTATION

Parts/Repairs 800-243-9700
Fax 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****COPY****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 RE00209696	Description/Serial Number 6889933	Date Received - 11/8/2010
Account # - R-		Estimate Date - 11/9/2010
		Current Date - 11/11/2010
Customer JOE HARDIN 620 VIRGINIA AVE UNION, MO 63084 US		Return To JOE HARDIN 620 VIRGINIA AVE UNION, MO 63084 US
Phone (H) (636)-744-1219	Fax	
Phone (W)	Email MRS69@CHARTER.NET	

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.trigger assm dirty and sticky causing parts to work sluggish.check over,replace trigger plate assm,clear and test fire under bolt lock program for \$20.00

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
Service						
4000114	GR-SHIPING & 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
Sub Total:						\$37.00
Est. Sales Tax:						
Grand Total:						\$37.00

supryfl - ILN/Prod

RECEIVED
NOV 10 2010

BY: _____

4873

22"
P24/7
6.5"
.008

COPY

October 27, 2010

Joe Hardin
620 Virginia Ave.
Union, MO 63084
Ph: 636-744-1219

Ref: # 4873

Dear Mr. Hardin,

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:

6839933

Model: 700



RE00209696

could not duplicate concern
Trig assembly & sticky, causing
parts to work sluggish, check
over, replace TPA, clean & test fire
under Bolt Lock program for \$20.00

Quote

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

PS 12821



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</u>	Serial Number: <u>6889933</u>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>JOSEPH C. Hardin</u>	Date of Purchase: <u>Sept. 1975</u>
Address (no PO Boxes): <u>620 Virginia Ave.</u>	
City: <u>Union</u>	State: <u>Mo.</u> Zip: <u>63084</u>
Phone (Daytime): <u>1-636-744-1219</u>	Fax: _____
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Mrsh.69@Charter.net</u>	
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: <u>The rifle sometimes fires when you chamber a shell into the chamber, even without touching the trigger. This has happened approx. 4 or 5 times since I've owned the rifle, the last time being Sept 3, 2010.</u>	
500 characters left	
Ammunition Information:	
Manufacturer: <u>Remington</u>	Type: <u>30-06 Springfield</u>
Other (i.e. bullet weight/type, shot size, powder): <u>180 GR Core Lock Soft Point</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>Winchester</u>	
How often do you clean the bore? (Months or Number of rounds) <u>Every 5 rounds</u>	
How often do you clean the action? (Months or Number of rounds) <u>once per month</u>	
How often do you clean the trigger assembly? (Months or Number of rounds) <u>once per month</u>	
Brand of lubricant used: <u>Winchester</u>	
How often do you lubricate the bore? (Months or Number of rounds) <u>Every 5 rounds</u>	
How often do you lubricate the action? (Months or Number of rounds) <u>once per month</u>	

How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>once Per Month</u>
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?) <u>has never been serviced</u>
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
<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>

© 2009 Remington Arms Company, Inc. All Rights Reserved.
Investor Relations | Other Remington Brand Products | Legal Notices | About Us



Visit Our Other Websites

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:	10/27/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
<input checked="" type="checkbox"/> PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 4873 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Joe Hardin 620 Virginia Ave. Union, MO 63084 Ph: 636-744-1219
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 GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969086867257
REF 1: JOE HARDIN/CD/DMF
REF 2: 4873/RIFLE

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 8.78		PUB+HANDLING	8.78