

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5259

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212009	12/1/2010	12/1/2010	12/1/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	J&G Gunsmithing	---	J&G Gunsmithing	7680 Barton Rd.	Granite Bay	CA	95746		W 916-786-9200

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C	Gun fired on its own			

Dealer sent gun in & wrote that customer claims gun fired on its own. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006	n/a	6353171	OT	7/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

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 under BLM program						

Repair/Replacement Cost	Repair/Replacement Date
\$33.23	12/13/2010

Per Fred S. - During the examination I was able to get a delayed firing due to the sear being held by sticky residue. The bolt stop was completely froze up and had to be forced open to remove the bolt. The trigger housing was coated with a white lithium grease. fls 12/13/10: Per Ilion - repair under BLM program. df

*Faxed quote to dealer. df*

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/1/2010
	Product Type		RF
	Action Type		A

	Assigned To		Supry
Cause	4015	Improper Maintenance	I was able to get a delayed firing due to the sticky residue and able to get follow downs once the firing pin released due to the sear not moving back to the proper position because of the build of of sticky residue inside the trigger assembly.
Barrel	Description		22 inch Model 700 3006 caliber
	Date Code		OT
	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	Abused; Not Functioning	Frozen up due to sticky residue
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	Worn; Functioning	
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Model 700 Bolt Lock
	Function	Abused; Functioning	
	Lift	---Select---	not measured
	Notch	Slightly Worn;	

		Functioning		
Sear		Condition	Abused; Not Functioning	Not functioning properly due to build up of sticky residue
Pull	Trigger	---Select---	5.5 lbs	
Altered		False		
Sub-Assembly		M/700 Bolt Lock		
Non-Remington Components	Description		scope base	

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: RE00212009 Serial: 6353171 Model: 700 Center Fire Caliber: 3006 Repairman: Status: New 12/1/2010 7:11:16 AM

Verify Repair

ADDRESS INFORMATION

Customer: JLG GUNSMITHING Received from: JLG GUNSMITHING

Name: JLG GUNSMITHING Return To: JLG GUNSMITHING

Address 1: 7680 BARTON RD Address 2: 7680 BARTON RD

City: GRANITE BAY PO Box: PO Box

State: CA Zip Code: 95746 Country: US CA Zip Code: 95746 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Date1	Desc1	Desc2	Shipping Hold	Current Status
12/1/2010 7:11:16 AM	New	topatall		Repair Added		<input type="checkbox"/>	New
12/1/2010 12:00:00	Expedite	supryll		From: Check In To: Repair B		<input type="checkbox"/>	12/1/2010 7:11:16 AM
						<input type="checkbox"/>	topatall
						<input type="checkbox"/>	Repair Bench
						<input type="checkbox"/>	Repair Location
						<input type="checkbox"/>	ILN
						<input type="checkbox"/>	Current Location
						<input type="checkbox"/>	Transfer Number
						<input type="checkbox"/>	
						<input type="checkbox"/>	
						<input type="checkbox"/>	
						<input type="checkbox"/>	
						<input type="checkbox"/>	

Repair Search Refresh Close

supryll: ILNProd frmRepairMain D1102R7XPIL Wednesday, Dec 1 2010 9:35 AM

STICKY RESIDUE CAUSING SEAR, BOLT STOP  
TO BIND. Install new TA under the  
Bolt lock modification program. Quote  
repair costs.

FRED 12/1/2010

RECEIVED  
DEC - 2 2010

BY:.....

Serial Number:

6353171

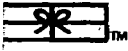
Model: 700



RE00212009

5259

<https://www.ups.com/uis/create?ActionOriginPair=print> Receipt&POPUP\_LEVEL=1... 11/18/2010

JERRY PRYDE (916) 7869200 J & G GUNSMITHING 7680 BARTON RD GRANITE BAY CA 95746		10 LBS	1 OF 1
SHIP TO: REMINGTON REPAIRS 14 HOEFLE AVE ILION NY 13357-1816		DWT: 48,7,3	
	NY 135 0-01 		
UPS GROUND			
TRACKING #: 1Z 310 E8F 03 9220 0215			
			
BJL			
Customer claims gun fired on it's own			

# Remington®

## FACSIMILE TRANSMITTAL SHEET

To: Jerry Date: 12/13/10 J 12/31/10  
Company: J & G Gunsmithing From: Dell Fulcher  
Fax No.: 916-772-1932 Fax No.: 336-548-7872  
Phone No.: 916-786-9200 Phone No.: 1-800-243-9700  
Press 0 and ask for ext 8686

Number of pages including Cover Sheet: 2

### COMMENTS:

Please review quote & contact us.

*Please call after review.  
Repair is on hold.*

#### PRIVILEGED AND CONFIDENTIAL

This facsimile is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure. If you are not the intended recipient please do not disseminate, distribute, or copy this communication. Instead, please notify the sender immediately by return fax or by telephoning the number above and discard all copies of this fax.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700  
Phone 336-548-8700 • [www.remington.com](http://www.remington.com)

**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](http://www.remington.com) [info@remington.com](mailto: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.

<b>Repair Order Number</b> RE00212009 <b>Account # - R-</b>	<b>Description/Serial Number</b> 6353171	<b>Date Received -</b> 12/1/2010 <b>Estimate Date -</b> 12/2/2010 <b>Current Date -</b> 12/13/2010
<b>Customer</b> J&G GUNSMITHING 7680 BARTON RD  GRANITE BAY, CA 95746 US		<b>Return To</b> J&G GUNSMITHING 7680 BARTON RD  GRANITE BAY, CA 95746 US
<b>Phone (H)</b> (916)-786-9200 <b>Phone (W)</b>	<b>Fax</b> <b>Email</b>	

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**

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

**Technician's Comments**

ProblemNotes sticky residue causing sear, bolt stop to bind. Install new TA under the bolt lock modification program at \$20 + tax & shpg

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
<b>Part</b>						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	Y	\$94.00	0%	\$0.00
<b>Service</b>						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00
<b>Sub Total:</b>						<b>\$37.00</b>
<b>Est. Sales Tax:</b>						
<b>Grand Total:</b>						<b>\$37.00</b>

## TRANSMISSION VERIFICATION REPORT

TIME : 12/13/2010 12:23  
NAME :  
FAX : 3365487823  
TEL :  
SER. # : BROCOJ148005

DATE, TIME  
FAX NO./NAME  
DURATION  
PAGE(S)  
RESULT  
MODE

12/13 12:22  
19167721932  
00:00:37  
02  
OK  
STANDARD  
ECM

# *Remington.*

## FACSIMILE TRANSMITTAL SHEET

To: Jerry Date: 12/13/10

Company: J & G Gunsmithing From: Dell Fulcher

Fax No.: 916-772-1932 Fax No.: 336-548-7872

Phone No.: 916-786-9200 Phone No.: 1-800-243-9700  
Press 0 and ask for ext 8686

Number of pages including Cover Sheet: 2

## COMMENTS:

Please review quote & contact us.



## TRANSMISSION VERIFICATION REPORT

TIME : 12/31/2010 13:17  
NAME :  
FAX : 3365487823  
TEL :  
SER.# : BROCOJ148005

DATE, TIME  
FAX NO./NAME  
DURATION  
PAGE(S)  
RESULT  
MODE

12/31 13:17  
19167721932  
00:00:36  
02  
OK  
STANDARD  
ECM

# Remington.

## FACSIMILE TRANSMITTAL SHEET

To: Jerry Date: 12/13/10 *12/31/10*

Company: J & G Gunsmithing From: Dell Fulcher

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