

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5050

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215279	12/17/2010	11/10/2010	12/28/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Zach	Lloyd	209 Caldwell St.	Sulphur Springs	TX	75482		C 903-243-0958 E zachlloyd@hotmail.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4054 As received Follows Down		Unknown	
S	Concern:1007 Fired on Safe Release			
C	FSR			

11/10/10: Customer called in. He stated that he had a FSR 3 wks ago. No damage - No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 SAUM	26438	S6464343	BX	1/17/2003 4:54:45 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		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 - Quote  
to repair

Repair/Replacement Cost	Repair/Replacement Date

11/10/10: Mailing ARS, ltr, & form. df 1/4/11: Per Ilion - Will follow down. Action & TA dirty & is contaminated with sand, trigger binds - not returning. Replace TA, clean & test fire @ 1/2 normal cost - quote. df 1/5/11: I spoke w/customer. He apprvd repair & asked me to have it sent back COD. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/28/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4054	As received Follows	POOR MAINTENENCE

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5050&Type=Case>

1/5/2011

		Down	
Barrel	Description		24" 300 SAUM SS
	Date Code		BX
	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	BINDS
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	Like new; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	ACT.AND T.A.DIRTY AND HAS SAND IN IT.TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	10+#
	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.

<b>Repair Order Number</b> RE00215279 <b>Account # - R-</b>	<b>Description/Serial Number</b> S6464343	<b>Date Received -</b> 12/17/2010 <b>Estimate Date -</b> 1/4/2011 <b>Current Date -</b> 1/4/2011
<b>Customer</b> ZACK LOYD 209 CALDWELL ST.  SULPHUR SPRINGS. TX 75482 US		<b>Return To</b> ZACK LOYD 209 CALDWELL ST.  SULPHUR SPRINGS. TX 75482 US
<b>Phone (H)</b> (903)-243-0958 <b>Phone (W)</b>	<b>Fax</b>	<b>Email</b> zachloyd@hotmail.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	
M100	SEE CUSTOMERS LETTER	M103	BUTT PLATE / RECOIL PAD IS BROK
M123	FORWARD TO PRODUCT SERVICE	M123	FORWARD TO PRODUCT SERVICE F
	FOR INSPECTIO		

**Technician's Comments**

ProblemNotes will follow down, action and trig assem dirty and contaminated with sand, trigger binds, not returning, replace trigger assem clean and test fire at 1/2 normal cost.

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	N	\$94.00	50%	\$47.00
<b>Service</b>						
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	N	\$17.00	50%	\$8.50
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00
<b>Sub Total:</b>						<b>\$67.00</b>
<b>Est. Sales Tax:</b>						<b>\$4.52</b>
<b>Grand Total:</b>						<b>\$71.52</b>

C.O.D per customer

Print

Reset

24"  
BX 1/03  
10+  
012

<b>Model</b> Number: <u>Remington model 700 30.06 vm</u>		<b>Serial</b> Number: <u>S6464343</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Zach Loyd</u>		Date of Purchase: <u>Bought at B&amp;S Guns 8-8-98</u>	
Address (no PO Boxes): <u>209 Caldwell St</u>			
City: <u>Sulphur Springs</u>		State: <u>TX</u>	Zip: <u>75482</u>
Phone (Daytime): <u>903-243-0958</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Zach.loyd@hotmail.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>I was sighting my rifle in and the 1st shot was okay the next shot when it went from safety to fire it went off and broke my thumb because i wasn't expecting it to go off</u>			
500 characters left			
<b>Ammunition Information:</b>			
Manufacturer: <u>Remington</u>		Type: <u>Premier 16.5gr Core-Lokt</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>300 short action ultra mag</u>			
<b>Handload Information:</b>			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u>RECEIVED</u>	
JAN 04 2011			
<b>Firearms Care (Cleaning and Lubrication):</b> BY: <u></u>			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	before and after deer season
How often do you clean the action? (Months or Number of rounds)	Before and after deer season
How often do you clean the trigger assembly? (Months or Number of rounds)	after season
Brand of lubricant used:	Remington oil
How often do you lubricate the bore? (Months or Number of rounds)	before and after deer season
How often do you lubricate the action? (Months or Number of rounds)	before and after deer season
How often do you lubricate the trigger assembly? (Months or Number of rounds)	after season over
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?	N/A
What were the services performed?	

by either UPS or Parcel Post to:

Remington Arms Co., Inc.  
Service Division  
P.O. Box 13357  
NY 13357

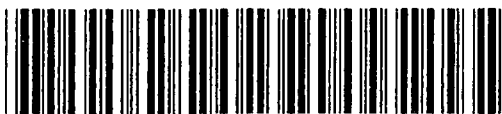
will follow down, Act. + T.A.  
DIRTY + ~~has~~ IS contaminated  
with SAND, TRIG. BINDS -  
not returning. Replace TPA,  
clean + test line + 1/2 normal  
lost.

Quote

Serial Number:

S6464343

Model: 700



RE00215279

DO NOT PUT 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.O.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.



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/10/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
<b>PLEASE CHECK ONE</b>			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5050 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Zack Lloyd 209 Caldwell St. Sulphur Springs, TX 75482 Ph: 903-243-0958
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 11, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969066617580  
REF 1:ZACK LLOYD/CD/DMF  
REF 2:5050/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 0.50
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 9.45		SP 0.00
PUB+HANDLING		9.45



