

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4914

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218233	1/10/2011	11/1/2010	1/11/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tom	Nichols Sr.	23829 Linne	Clinton Twp.	MI	48035		C 248-310-9417 E tnichols@prestigeeng.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	Concern:1007	Fired on Safe Release	Unknown	
C	FSR			

Customer sent in an email. He stated 2 yrs ago he was hunting & the rifle fired when he took it off Safe. Stated it happened twice. No damage. No injury. He wants the x mark pro trigger as replacement. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6201715	DZ	9/15/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRYS SPORT CTR MONTDALE PA		U			

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 under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$45.40	1/20/2011				

11/1/10: Sending ARS, letter, form. df 1/20/11: Per Ilion - Will follow down. TA set screws altered. Replace TA, clean & test fire under BLM program - quote. I emailed quote to customer.df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/11/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4914&Type=Case>

1/20/2011

Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 270 WIN
	Date Code		DZ
	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; 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	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	WILL FOLLOW DOWN
	Pull	---Select---	4.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

**QUOTATION****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**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> RE00218233 <b>Account # - R-</b>	<b>Description/Serial Number</b> A6201715	<b>Date Received -</b> 1/10/2011 <b>Estimate Date -</b> 1/14/2011 <b>Current Date -</b> 1/20/2011
<b>Customer</b> TOM NICHOLS 23829 LINNE  CLINTON TOWNSHIP, MI 48035 US	<b>Return To</b> TOM NICHOLS 23829 LINNE  CLINTON TOWNSHIP, MI 48035 US	
<b>Phone (H)</b> (248)-310-9417 <b>Phone (W)</b>	<b>Fax</b>	<b>Email</b> <a href="mailto:tnichols@prestigeeng.com">tnichols@prestigeeng.com</a>

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	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments	
Problem/Notes	will follow down.trigger assm set screws altered.replace trigger plate assm,clean and test fire under bolt lock program for \$20.00 + shipping

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-SHIPPING & 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	

**Fulcher, Dell Marie**

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**From:** Tom Nichols [tnichols@prestigeeng.com]  
**To:** Fulcher, Dell Marie  
**Sent:** Friday, January 21, 2011 11:44 AM  
**Subject:** Read: Tom Nichols - Remington Ref# 4914

Your message was read on Friday, January 21, 2011 11:43:55 AM (GMT-05:00) Eastern Time (US & Canada).

4914

**COPY**

22"  
02 9/75  
4.5"  
008

November 1, 2010

Tom Nichols Sr.  
23829 Linne  
Clinton Twp, MI 48035  
Ph: 248-310-9417

Ref: # 4914

Dear Mr. Nichols,

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

**RECEIVED**  
JAN 10 2011

BY: .....

Serial  
Number:

**A6201715**

Model: **700**



**RE00218233**

will follow down.  
T.A. set screws altered  
replace TPA, clean + test  
fire under BCP for  
\$ 20.00 + ship

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

Model Number: 700 .270		Serial Number: A6201715	
Name: Tom Nichols		Date of Purchase:	
Address (no PO Boxes): 23829 LINNE			
City: Clinton Township		State: MI	Zip: 48035
Phone (Daytime): 248 310 9417		Fax:	
E-mail Address: TNichols@prestigeeng.com			
Please describe your problem:			
<p>all one day → Gun misfired twice taking the safety off. Temp 18-25 F. Duplicated inside with no shell. Firing pin went forward moving the safety from safe to hot. This happened Nov 2007. I brought the gun to a local gun shop &amp; they said they fixed it, after seeing the special I thought it may be of interest. Please Review &amp; see what you can do.</p> <p>500 characters left — OVER —</p>			
<p><b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p>			
<p><input type="checkbox"/> <b>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.</b></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>:: 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>			
Print		Reset	

.. I'd like to give to my son in the Navy. Merry Christmas  
+ Happy New year...

Tomm  
29 Dec 10

P.S. - Sorry for the delay.... Hunting season in Michigan

4914

<b>Reference #</b>
101026-000035
<b>Status</b>
Updated
<b>Assigned To</b>
Administrators
Dell -
<b>Product</b>
Firearms
<b>SLA</b>
Not specified
<b>Queue</b>
CSR
<b>Date Created</b>
10/26/2010 08:42 AM
<b>Initial Response</b>
10/29/2010 01:21 PM
<b>Last Updated</b>
10/31/2010 10:26 PM
<b>Customer SmartSense</b>
+1 (on -3 to +3 scale)
<b>Staff SmartSense</b>
+1 (on -3 to +3 scale)

**i have a defective Gun****Discussion Thread****Customer (Tom Nichols)****10/31/2010 10:26 PM**

Dell,

Thank you for the quick response. Listed below is the information requested.

Tom Nichols Sr.

23829 Linne

Clinton Township , MI 48035

(248) 310-9417

.270 Win

Serial No. A6201715

My only expectation has not changed from the time I bought the Model 700. To have the confidence to hand this down to my son at some point who is currently in the Navy. From what I have learned the only true break away from the current mechanism is the X mark pro. Can this be retrofitted? Can someone give me a call to discuss my options prior to sending the gun back? Thank you for your time.

Best regards,

Tom Nichols

Executive Vice President

Prestige Group

(248) 310-9417 mobile

(586) 573-3070 office

(586) 573-9608 fax

www.prestigeeng.com

From: Remington Information [mailto:[info@remington.com](mailto:info@remington.com)]

Sent: Friday, October 29, 2010 1:21 PM

To: [tnichols@prestigeeng.com](mailto:tnichols@prestigeeng.com)

Subject: i have a defective Gun [Incident: 101026-000035]

**Response (Dell -)****10/29/2010 01:21 PM**

Dear Mr. Nichols,

We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

Sincerely,

Dell

**Note (Daniel -)****10/26/2010 11:35 AM**

fwd to dell

**Customer (Tom Nichols)****10/26/2010 08:42 AM**

To whom it may concern,

I have a Remington 700 series .270. 2 years ago it fired taking the safety off twice. Once in the woods (bummer) and once unloading in the same day. Honestly the first time I thought I must have hit the trigger with my gloves on. Upon leaving the woods for the day and unloading, it went off again. I'd love to get this fixed, but will likely never take this gun out hunting again. Is there a fix or would you like to review? Let me know.... If it helps figure out what is happening, its better then sitting in a case. I was able to duplicate the malfunction in the hotel room. As you can imagine my hunting party was a little angry when that gun went off near the road and I needed to redeem myself. Please let me know and thank you.

Best regards,

Tom Nichols

Executive Vice President

Prestige Group

(248) 310-9417 mobile

www.prestigeeng.com

**Primary Contact****First Name:** Tom**Last Name:** Nichols**Organization:****Login:** [tnichols@prestigeeng.com](mailto:tnichols@prestigeeng.com)**Title:****Contact Type:****Email:** [tnichols@prestigeeng.com](mailto:tnichols@prestigeeng.com)**Email - Alternate #1:****Email - Alternate #2:**[http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc\\_print.php?p\\_si...](http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_si...) 11/1/2010



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/1/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
<input checked="" type="checkbox"/> PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL <input checked="" type="checkbox"/>	
DESCRIPTION: Ref# 4914 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Tom Nichols Sr. 23829 Linne Clinton Twp, MI 48035 Ph: 248-310-9417
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 1, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969066501931  
REF 1: TOM NICHOLS, SR/CD/DMF  
REF 2: 4914/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG		SVC T/P USD
DV 0.00	COO 0.00	RS 0.50
DC 0.00	DCD 0.00	SD 0.00
AM 0.00	PR 0.00	SP 0.00
TOT PUB CHG 8.24	PUB+HANDLING	8.24









