

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5358

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213205	12/8/2010	12/9/2010	12/9/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Johathan W	Shirley	171 Circle Dr	Maitland	FL	32751		W 407-629-8333

## Incident Information

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

12/14/10 Shirley sent 4 bolt actions made before 1982 and alleges he has had all fire when the safety was released.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	6563225	KW	5/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	W H CRAIG SELMA ALA	GUN SOCK	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, replace TPA under BLSM program price						

Repair/Replacement Cost	Repair/Replacement Date
40.23	12/14/2010

12/14/10 Per Ilion, could not duplicate concern. Trigger set screws altered. Bolt stop sticks. Replace TPA, clean, test fire under BLSM program price.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		KW
	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	STICKS
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---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		GUN SOCK

5188

**JONATHAN W. SHIRLEY P.A.**171 CIRCLE DRIVE  
MAITLAND, FL 32751  
(407) 629-8252

63-215-631

ACH RT 061000104

(not) E-Shield® Check Fraud  
Protection for Business

December 17, 2010

PAY  
TO THE  
ORDER OF

REMINGTON ARMS CO. -----

\$ 117.66

ONE HUNDRED SEVENTEEN AND 66/100 -----

DOLLARS

MEMO Repair to 3 Remington Arms.

A handwritten signature in dark ink, appearing to read "Jonathan Shirley", is written over a horizontal line.

AUTHORIZED SIGNATURE

⑈005188⑈ ⑆063102152⑆1000110919635⑈

Security features. Details on back.

LAW OFFICE OF  
**JONATHAN W. SHIRLEY, P.A.**  
ATTORNEY AND COUNSELOR AT LAW  
171 CIRCLE DRIVE  
MAITLAND, FLORIDA 32751

JONATHAN W. SHIRLEY

ADMITTED IN FLORIDA,  
WEST VIRGINIA &  
VIRGINIA

TELEPHONE (407) 629-8333  
FACSIMILE (407) 629-8252

December 17, 2010

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

Re: Remington Arms

JAN 07 2011

Dear Sirs:

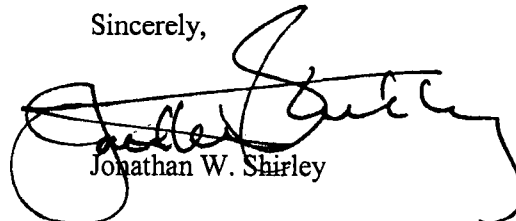
I am writing to respond to two items of correspondence I received from you regarding firearms that I sent to you for repair, serial numbers 6528724, 6563225, 6515107 and A6604866. You sent to me a letter, on or about December 10, 2010, indicating there was a charge of \$39.22 for the repair of firearms 6528724, 6563225, and A6604866. I noted in the Technician's Comments that the trigger set assembly screws had been altered. I categorically deny that the trigger set assemblies in those guns have ever been altered. I am the original purchaser and, as I advised your technician earlier, I would not know how to alter the trigger set screws. Nevertheless, I also indicated that I was willing to pay a reasonable amount to have the safe triggers installed, and I have enclosed a check for the payment of \$39.22 for each of the three firearms for a total of \$117.66.

In addition, I received by fax on 12/14/10 a letter from Christy Mitchell inquiring that I should contact your firm regarding "shipping/tax". I have called twice and left messages since receiving a fax on the 14<sup>th</sup> and received no return call. I frankly don't understand the fax, so if you could please advise what it is you need. I did not anticipate having to pay return shipping, and the shipping already appears to be indicated on the prior correspondence dated December 10 (based on the time stamp on the postage on the envelope).

Enclosed is the check to pay for the three firearms. Please let me know if there is anything else that requires my attention.

Thank you for working with me on this.

Sincerely,



Jonathan W. Shirley

JWS/sy

**QUOTATION**Parts/Repairs  
Fax800-243-9700  
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> RE00213205 <b>Account # - R-</b>	<b>Description/Serial Number</b> 6563225	<b>Date Received -</b> 12/8/2010 <b>Estimate Date -</b> 12/9/2010 <b>Current Date -</b> 12/14/2010
<b>Customer</b> JONATHAN W SHIRLEY PA 171 CIRCLE DRIVE ATTORNEY MAITLAND, FL 32751 US		<b>Return To</b> JONATHAN W SHIRLEY PA 171 CIRCLE DRIVE ATTORNEY MAITLAND, FL 32751 US
<b>Phone (H)</b> (407)-629-8333 <b>Phone (W)</b>	<b>Fax</b> (407)-629-8252 <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	M240	BOLT LOCK SAFETY MODIFICATIO

Technician's Comments	
ProblemNotes	Could not duplicate concern. Trigger assembly screws have been altered. Bolt stop sticks. I will replace trigger assembly, clean, and test fire under our bolt lock safety modification program for \$20 plus S&H.

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	
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00	
<b>Sub Total:</b>						<b>\$37.00</b>	
<b>Est. Sales Tax:</b>						<b>\$2.22</b>	
<b>Grand Total:</b>						<b>\$39.22</b>	

5358

24"  
12/5/7  
34  
007

LAW OFFICE OF  
**JONATHAN W. SHIRLEY, P.A.**  
ATTORNEY AND COUNSELOR AT LAW  
171 CIRCLE DRIVE  
MAITLAND, FLORIDA 32751

JONATHAN W. SHIRLEY  
ADMITTED IN FLORIDA,  
WEST VIRGINIA & VIRGINIA

TELEPHONE (407) 629-8333  
FACSIMILE (407) 629-8252

October 25, 2010

Via Federal Express  
Paducah Shooters  
3919 Cairo Road  
Paducah, KY 42001

Re: Four Remington Models 700 BDL

Dear Sir:

Enclosed, along with a check in the amount of \$80.00, are four Remington Model 700 BDL rifles, whose caliber and serial numbers are as follows.

6mm

.30-06

7mm magnum

.270

Serial Number: 6563225

These are returned to you pursuant to the Remington safety replacement program. I telephoned the company on October 18, 2010, and their representative, Chris, directed that I ship the firearms to you as their authorized agent and service center for repair. These firearms were manufactured prior to 1982 and on each of them I have had problems with the firing pin dropping when the safety is turned off. I have enclosed copies of recent legal action regarding this issue. It is well documented. I have been a dedicated Remington customer for 30 years and would appreciate an honest evaluation and correction of the safety problems. I expect them to be made safe by insertion of the new XD triggers. If there is some reasonable charge for that please let me know. I'd rather pay a few bucks and have confidence in the safety mechanism than lose a child, a friend or property to a misfire. I understand Remington's position that safety, i.e., muzzle control is of utmost importance. One of my best childhood friends grew up fatherless because his dad was killed by a freak ricochet on a shooting range. No amount of diligence can protect one completely from an unsafe product.

The .270 and the 7mm magnum have never been fired.

If you have any questions, please contact me.

Sincerely,

  
Jonathan W. Shirley

JWS/sy  
Enclosures

Remington 700  
7mm Rem mag  
515-3-12  
10-27-10  
6563225  
KW  
New box - 1682

scratched  
+ drop on  
stc.

# **Paducah Shooter Supply Inc.**

3919 Cairo Road  
Paducah KY 42001  
Phone (270) 443-3758  
Fax (270) 442-5022  
gunsmith@pssguns.com

**Repair Work Order: S15-3-10,11,12,13.**

**DATE: 11-23-2010**

**To: REMINGTON ARMS**

**Address: 14 HOEFLER AVE**

**City, State, Zip: ILION NY 13357**

**Enclosed: (4) REMINGTON**

**Model: 700 BDL**

<b>Serial Number: A6604866</b>	<b>6515107</b>	<b>6563225</b>	<b>6528724</b>
<b>6MM REM</b>	<b>30-06</b>	<b>7MM REM MAG</b>	<b>270 WIN</b>
<b>5/94</b>	<b>1/72</b>	<b>5/72</b>	<b>2/72</b>

**Description of Repair: SERVICE DEPT, ALL FOUR GUNS SENT IN FOR BLISM. CUSTOMER WANTS NEW TRIGGERS—SEE HIS LETTER. WE DEPOSITED HIS CHECK FOR \$80.00—SO HAVE SENT ONE ALONG TO REPLACE IT. PLEASE RETURN DIRECT TO CUSTOMER. ANY QUESTIONS, PLEASE DON'T HESITATE TO CALL.**

**THANKS  
CHARLIE**

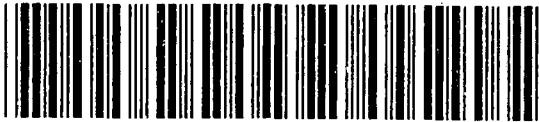
**Item Belongs To: S15-3-10,11,12,13.**

**Sent By: GWJ**

Serial  
Number:

6563225

Model: 700



RE00213205

could not duplicate concern.  
T.A. set screws altered. Bolt  
stop sticks. My hse TPA clear  
& rest fine under TLP for  
\$20.00 + ship

Quote



12/09/10 16:00:38

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: RE00213205

Serial: 6563225 Model 700 Center Fire Caliber 7  
MM REM MAG

Repairman: Mike Lawson

Verify Repair

Status: ApprovalHold 12/9/2010 3:53:06 PM

## ADDRESS INFORMATION

## Customer

☒ Received from

## Return To

☐ Received from

Name: JONATHAN W SHIRLEY PA

Address 1: 171 CIRCLE DRIVE

Address 2: ATTORNEY

PO Box:

City: MAITLAND

State: FL

Zip Code: 32751

Country: US

JONATHAN W SHIRLEY PA

171 CIRCLE DRIVE

ATTORNEY

PO Box:

MAITLAND

FL

Zip Code: 32751

Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/8/2010 8:2...	New	schultscm	Repair Added	
12/8/2010 8:3...	Expedite	schultscm	From: Check In	To:
12/9/2010 2:4...	Maint	Travisbw	Repair Maintenance	Status: New
12/9/2010 3:5...	Estimate	lawsonmj	Estimate Update	Status: Appr
12/9/2010 3:5...	ApprovalH...	System	Immediate SAP Allocation	

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

## Current Status

ApprovalHold

12/9/2010 3:53:06 PM

lawsonmj

Repair Bench

Repair Location

ILN

Current Location

CST

Transfer Number

Repair Search

Refresh

Close

nagletj - ILN/Prod;

frmRepairMain

NAGLETJ

Thursday, Dec 9 2010

9:54 AM

start

frmRep...

9 Micr...

2 Inte...

DMS - ...

Untitled...

9 Micr...

Part Se...

M24A2

1:00 PM

1972

DEC 10 2010

