

Remington Arms Co., Inc.
Product Service
Legal Case #:5149

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213336	12/8/2010	11/19/2010	12/9/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Walter	Stowe	9011 Sedgley Dr.	Wilmington	NC	28412		C 910-538-6443

Incident Information

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

11/19/10: Customer called in. He stated that he had a FSR last hunting season. No damage - No injury. He heard from his gunsmith that we were replacing triggers for free. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25771	E6653192	KU	5/30/2000
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART WAREHOUSE #3R	TWO PIECE SCOPE BASE	Y			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

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

11/19/10: Sending ARS, ltr, form. df 12/14/10: Per Ilion - TA set screws altered. Trigger no returning properly. Replace TA, clean, test fire at 1/2 normal charges. df 12/14/10: I contacted customer & went over our report. Explained why there was as charge for the repair. He wants me to mail the quote to him. He wants someone to look over it. He stated he would pay the quote "under duress". df

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	4006	Altered Adjustments or Components	
Barrel	Description		22" 270 WIN
	Date Code		KU
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.015
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	MIN TRIG RETURN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

QUOTATION**Remington Arms Company, Inc.****ESTIMATING****REPORT**

Parts/Repairs 800-243-9700
 Fax 336-548-7801

870 Remington Dr. P.O. Box 700
 Madison, NC 27025-0700

www.remington.com info@remington.com

~~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 RE00213336 Account # - R-	Description/Serial Number E6653192	Date Received - Estimate Date - Current Date -	12/8/2010 12/13/2010 12/14/2010
<u>Customer</u> WALTER STOWE 9011 SEDGLEY DR. WILMINGTON, NC 28412 US		<u>Return To</u> WALTER STOWE 9011 SEDGLEY DR. WILMINGTON, NC 28412 US	
Phone (H) (910)-538-6443 Phone (W)		Fax Email	

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

<u>Reported</u>		<u>Problems Found</u>	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M178	TRIG ADJ SCREWS RESET, CANNOT

Technician's Comments

ProblemNotes Not returning poperly.To replace trigger assm,clean, test for 1/2 the 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		
Part								
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	N	\$94.00	50%	\$47.00		
Service								
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	Y	\$17.00	0%	\$0.00		
4000118	GR-CLEAN	1	N	\$28.00	50%	\$14.00		
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50		
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00		
Sub Total:						\$72.50		
Est. Sales Tax:						\$2.82		
Grand Total:						\$75.32		

12/09/10 13:30:24

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: RE00213336

Serial: E6653192 Model: 700 Center Fire Caliber: 270
WIN Produced: 05/30/2000 SKU: 25771

Repairman:

Status: New 12/8/2010 10:28:31 AM

Verify Repair

ADDRESS INFORMATION

Customer		Received from	Return To	Received from	
Name:	WALTER STOWE		WALTER STOWE		
Address 1:	9011 SEDGLEY DR.		9011 SEDGLEY DR.		
Address 2:		PO Box:		PO Box:	
City:	WILMINGTON		WILMINGTON		
State:	NC	Zip Code:	28412	Country:	US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/8/2010 10:28:31 AM	New	lopatafl	Repair Added	
12/9/2010 2:41:11 PM	Maint	Travisbw	Repair Maintenance	Status: New

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

Current Status

New
 12/8/2010 10:28:31 AM
 lopatafl
 Repair Bench
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search

Refresh

Close

nagletj - ILN/Prod

frmRepairMain

NAGLETJ

Thursday, Dec 9 2010

9:54 AM

Ustart

frmRep...

9 Micr...

2 Inte...

DMS

Untitled...

9 Micr...

Part Se...

M24A2

3:30 PM

RECEIVED
 DEC 10 2010

BY:.....

PS 14340

Remington®

5149

22"
2#
1015
164
5/2000

November 19, 2010

Walter Stowe
9011 Sedgley Dr.
Wilmington, NC 28412
Ph: 910-538-6443

Ref: # 5149

Dear Mr. Stowe,

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 box with "Product Service". Product Service 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

enclosure

Serial Number:

E6653192

Model: 700



RE00213336

T.A. set screws altered.
Trig. not returning properly.
replace TPA, clean & test fire
at 1/2 normal charges.

Quote

Print

Reset

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
(Daytime) Phone: <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
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: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div>500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input type="text"/>
What were the services performed? <input type="text"/>
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
<input type="checkbox"/> 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. :: 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:	11/19/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5149 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Walter Stowe 9011 Sedgley Dr. Wilmington, NC 28412 Ph: 910-538-6443
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 24, 2010 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067163658
REF 1: WALTER STONE/CD/DMF
REF 2: 5149/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SVC T/P USD RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 8.74	PUB+HANDLING	8.74







