

Remington Arms Co., Inc.
Product Service
Legal Case #:4879

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
212026	12/1/2010	10/27/2010	12/1/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mick	Turner	610 N First St, Ste 5-182	Hamilton	MT	59840		E hideawayer@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when he closed the bolt	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing	Unknown	
C				

10/28/10 Per email to Remington site, incident # 101022-000162, "Only once have I had a weapon fire without pulling the trigger and that has been my Model 7000 SPS stainless (serial# S6518451) in 7mm-08. I am quite sure that my finger was not on the trigger and the rifle fired when I closed the bolt. I am a great believer that you never point a weapon at something that you don't plan to shoot, so no one was injured."cm As received I could not duplicate the customers concern on the bench, however; all three trigger screws had been adjusted outside the factory. The sear engagement was under specifications, the trigger pull was light, and there was rust under the stock on the receiver fls.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM-08	27265	S6518451		5/25/2005 7:13:56 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	MT SPORTS, LLC		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, quote to replace Trigger at 1/2 normal chgs as goodwill						

Repair/Replacement Cost	Repair/Replacement Date

10/28/10 Sending box and emailing ARS and letter.cm 12/7/10 Per Ilion, rust under stock on receiver. All 3 adjustment screws altered outside factory. Trig pull is light, sear engagement is below spec. Quote to replace trig at 1/2 normal charges as gesture of goodwill. Emailed to Turner, no phone # available.cm *12/10 Approved by email.cm*

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	4038	Could Not Duplicate Concern	All three trigger screws readjusted outside of the factory. Sear engagement is below factory specs, trigger pull is light. Some rust under stock on receiver. Sticky residue on trigger housing, underside of receiver, bolt stop.
	Description		24 inch Model 700 7mm08

Barrel	Date Code		CZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Not Functioning	sometimes the bolt stop sticks open due to sticky residue.
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	some rust visible under stock.
	Bulged	False	
Safety	Description		Model 700
	Function	Slightly Worn; Functioning	
Sear	Lift	---Select---	not measured
	Notch	Slightly Worn; Functioning	
	Pull Altered Sub-Assembly	Trigger	Condition
---Select---			3 lbs
True			All three trigger screws have been readjusted outside of the factory.
M/700 Non-Bolt Lock			

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: RE00212026
Serial: S6518451 Model: 700 Center Fire Caliber: 7
MM-08 REM Produced: 05/25/2005 SKU: 27265

Repairman:
Status: New 12/1/2010 8:03:10 AM

Verify Repas:

ADDRESS INFORMATION

Customer
Received from
Return To
Received from

Name: MICK TURNER
Address 1: 610 NORTH FIRST ST.,STE5-182
Address 2:
City: HAMILTON
State: MT Zip Code: 59840 Country: US

Name: MICK TURNER
Address 1: 610 NORTH FIRST ST.,STE5-182
Address 2:
City: HAMILTON
State: MT Zip Code: 59840 Country: US

FFL

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
12/1/2010 8:03:10 AM	New	lopataf	Repair Added	
12/1/2010 8:03:10 AM	Expedite	supryfl	From: Check In	To: Repair B

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

Current Status
New
12/1/2010 8:03:10 AM
lopataf
Repair Bench
Repair Location
ILN
Current Location
Transfer Number

Repair Search

Refresh Close

supryfl - ILN/Prod
frmREInquiry
D1102R7XPIL
Wednesday, Dec 1 2010
2:31 PM
start
DMS - De-ktop
DMS - Global Ser...
Inbox - Microsoft...
frmRepairMain - F...

RECEIVED
DEC - 2 2010
BY:.....

PS 14486

CZ
TP - 3.0 lbs

October 28, 2010

Mick Turner
610 N First St, Ste 5-182
Hamilton, MT 59840

Subject: #4879, Model 700

Dear Mr. Turner,

Regarding your contact with Remington and the incident you incurred, you should receive an email in the next 24 hours with your prepaid UPS ground shipping label for shipment of the firearm to our factory. Please include a copy of this letter with the firearm. **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.** Please mark the ends of the box with "Supry".

The box will be shipped from Ilion, NY so it will probably be a week before you receive it.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Rust under stock on receiver.
All three adjustment screws altered outside
of factory. Trigger pull is light, sear engagement
is below specifications. Quote replacement x-mark
pro trigger at $\frac{1}{2}$ normal charges as gesture of goodwill.

Fred 12/1/10

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 14487



Mick Turner

From: Remington Information <info@remington.com>
Sent: Wednesday, October 27, 2010 3:33 PM
To: hideawayer@yahoo.com
Subject: model 700 [Incident: 101022-000162]

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To access your question from our support site, click here

Subject
model 700

Discussion Thread

Response (Chris) 10/27/2010 05:33 PM

Mr. Turner, there is not a recall on your rifle however if you need a box I will order one for you. It will be shipped from the plant in NY. I will email the prepaid shipping label to you. If you can just print it and tape it to the box it will have the address on it and all you would need to do is take it to UPS for shipment.

I will also email a letter to you separately. Please put a copy of my letter inside the box with the rifle so that they will send me the inspection data.

Good luck on your hunt this afternoon! I'm going home for supper!!

Christy Mitchell

Customer (Mick Turner) 10/27/2010 05:12 PM

The address is correct. In the past, when there has been a recall (as with a computer) the manufacturer sent a container. Does this problem have anything to do with the inadvertent firing my son told me about? Thank you so much I was sure that Remington would be responsive. I am leaving to hunt elk/deer this afternoon. Wish me luck Mick From: Remington Information [mailto:info@remington.com]

Sent: Wednesday, October 27, 2010 2:49 PM

To: hideawayer@yahoo.com

Subject: model 700 [Incident: 101022-000162]

Response (Chris) 10/27/2010 04:49 PM

Mr. Turner, I apologize for the delay in responding. I can send you a UPS ground prepaid shipping label to cover shipment of your rifle to our factory for inspection. They will inspect the rifle at no charge. If there is any warranty repair needed they will repair it, test fire it and send it back to you no charge. If the gun is out of warranty and the charge is less than \$75, they will repair it and send it back COD. If over \$75, we will call you for authorization before we proceed. Let me know if the address below is correct of US mail and if it is also the return shipping address you want for the rifle.

Thank you again for your patience.

Christy Mitchell

Customer (Mick Turner)

10/22/2010 06:56 PM

I have been hunting for 50 years using a variety of pistols, rifles and shotguns over that time made by a variety of manufactures. Only once have I had a weapon fire without pulling the trigger and that has been my Model 7000 SPS stainless (serial# S6518451) in 7mm-08. I am quite sure that my finger was not on the trigger and the rifle fired when I closed the bolt. I am a great believer that you never point a weapon at something that you don't plan to shoot, so no one was injured. Since this scary event I have not used it. What should I do?

Thanks from a loyal Remington fan whose first gun was a used Model 58 followed by a Model 572

Mick Turner

610 North First Street

Suite 5-182

Hamilton

Montana

59840

Question Reference #101022-000162

Product Level 1: Firearms

Date Created: 10/22/2010 06:56 PM

Last Updated: 10/27/2010 05:33 PM

Status: Waiting

----- We hope that this information will be helpful to you. If we
can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. --
America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700--
FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER,
FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety
Section is a must for everyone. <http://www.remington.com/safety> -----
----- [---001:003089:37279---]

1 of 1

MICK TURNER
610 NORTH FIRST ST., STE 5-182
HAMILTON MT 59840

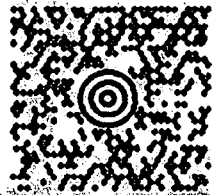
10 LBS

1 OF 1

RS

SHIP TO:

ATTN:PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEFLER AVE.
ILION NY 13357

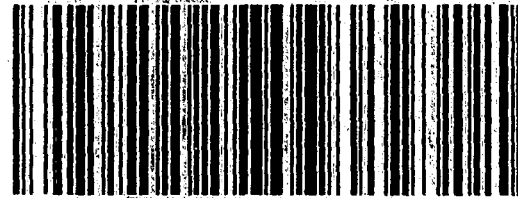


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6672 5767



DESC: FIREARMS
RETURN SERVICE

Reference No.1: MICK TURNER/CD/CM
Reference No.2: 700/S6518451

XDL 10.07.28

WNTNVS0 09.0A 10/2010



11/13/2010 1:52 PM

Serial Number:

S6518451

Model: **700**



RE00212026

QUOTATIONParts/Repairs
Fax800-243-9700
336-548-7801**Remington Arms Company, Inc.**870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700www.remington.com 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.

Repair Order Number RE00212026 Account # - R-	Description/Serial Number S6518451	Date Received - 12/1/2010 Estimate Date - 12/2/2010 Current Date - 12/7/2010
Customer MICK TURNER 610 NORTH FIRST ST..STE5-182 HAMILTON. MT 59840 US		Return To MICK TURNER 610 NORTH FIRST ST..STE5-182 HAMILTON. MT 59840 US
Phone (H) 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

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

Technician's Comments

ProblemNotes all three adjustment screws altered outside of factory.trigger pull is light,sear engagement is below specifications.quote replacement x-mark pro trigger at 1/2 normal charges as a gesture of good will per product service.

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	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	
Sub Total:						\$67.00	
Est. Sales Tax:							
Grand Total:						\$67.00	

#4879

Reference #
101022-000162

Status
Updated

Assigned To
Administrators
Christy -

Product
Firearms

SLA
Not specified

Queue
CSR

model 700**Discussion Thread****Customer (Mick Turner)**

10/27/2010 05:12 PM

The address is correct. In the past, when there has been a recall (as with a computer) the manufacturer sent a container. Does this problem have anything to do with the inadvertent firing my son told me about? Thank you so much I was sure that Remington would be responsive. I am leaving to hunt elk/deer this afternoon. Wish me luck Mick From: Remington Information [mailto:info@remington.com]
Sent: Wednesday, October 27, 2010 2:49 PM
To: hideawayer@yahoo.com
Subject: model 700 [Incident: 101022-000162]

Response (Christy -)

10/27/2010 04:49 PM

Mr. Turner, I apologize for the delay in responding. I can send you a UPS ground prepaid shipping label to cover shipment of your rifle to our factory for inspection. They will inspect the rifle at no charge. If there is any warranty repair needed they will repair it, test fire it and send it back to you no charge. If the gun is out of warranty and the charge is less than \$75, they will repair it and send it back COD. If over \$75, we will call you for authorization before we proceed. Let me know if the address below is correct of US mail and if it is also the return shipping address you want for the rifle.

Thank you again for your patience.

Christy Mitchell

Date Created
10/22/2010 06:56 PM

Initial Response
10/27/2010 04:49 PM

Last Updated
10/27/2010 05:12 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Customer (Mick Turner)

10/22/2010 06:56 PM

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Thanks from a loyal Remington fan whose first gun was a used Model 58 followed by a Model 572

Mick Turner
610 North First Street
Suite 5-182
Hamilton
Montana
59840

Primary Contact

First Name: Mick
Last Name: Turner
Organization:

Login: hideawayer@yahoo.com**Title:****Contact Type:****Email:** hideawayer@yahoo.com**Email - Alternate #1:****Email - Alternate #2:****Office Phone:****Mobile Phone:****Fax:****Assistant Phone:****Home Phone:****Street****City****State/Province****Postal Code****Country****Additional Information**

order box ✓
email letter ✓
need ARS emailed. ✓

1153097

Reference #	101022-000162
Status	Unresolved
Assigned To	Administrators Christy -
Product	Firearms
SLA	Not specified
Queue	CSR
Date Created	10/22/2010 06:56 PM
Initial Response	None
Last Updated	10/26/2010 11:05 AM
Customer SmartSense	+1 (on -3 to +3 scale)
Staff SmartSense	0 (on -3 to +3 scale)

model 700**Discussion Thread**

Customer (Mick Turner)

10/22/2010 06:56 PM

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Mick Turner
610 North First Street
Suite 5-182
Hamilton
Montana
59840

Primary Contact

First Name: Mick
Last Name: Turner
Organization:

Login: hideawayer@yahoo.com
Title:

Contact Type:

Email: hideawayer@yahoo.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

10/27
Emailed if address
listed was ok for
mail & return shpg.
of rifle. *mu*



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/28/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA	Email to him at:		
COORDINATOR	<u>hideawayer@yahoo.com</u>		
TO MAIL		I WILL MAIL	
DESCRIPTION:			
S6518451 700			

LABEL INFORMATION

MAIL LABEL TO:	Mick Turner <u>hideawayer@yahoo.com</u>
610 North First St, Ste 5-182 Hamilton, MT 59840	
RETURN ITEM TO: Remington Product Service	

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


hideawayer@yahoo.com

4XX596 OCT 29, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10 0 LBS
TRACKING# 124XX5969066725767
REF 1: MICK TURNER/CD/CM
REF 2: 700/S6518451

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS	1.00
DC 0.00	DGD 0.00	SD	0.00
AH 0.00	PR 0.00	SP	0.00
TOT PUB CHG 12.29		PUB+HANDL ING 12.29	

QUOTATION

Parts/Repairs
Fax

800-243-9700
336-548-7801

Remington Arms Company, Inc.

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

www.remington.com info@remington.com

ESTIMATING REPORT

ALL PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS

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---	---------------------------------------	--	-------------------------------------

Customer
MICK TURNER
610 NORTH FIRST ST..STE5-182

Return To
MICK TURNER
610 NORTH FIRST ST..STE5-182

HAMILTON. MT 59840 US

HAMILTON. MT 59840 US

Phone (H) 406 381 4012
Phone (W)

Fax
Email MICK.TURNER@YAHOO.COM

Please Circle One

VISA MC AMEX DISCOVER Card No.

REDACTED

PO Number

Daytime Phone (406) 381 4012 Time To Call 8-6 MEST

Open Acct. R

Approval: Customer Signature *Michael Turner*

Date 7 Dec 2010

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

Technician's Comments	
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4000119	GR-TEST	1	N	\$23.00	50%	\$11.50	
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00	
	Sub Total:					\$67.00	
	Est. Sales Tax:						
	Grand Total:					\$67.00	