

Remington Arms Co., Inc.
Product Service
Legal Case #:5170

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213335	12/8/2010	11/22/2010	12/9/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Richard	White	56 Brank Cove Rd.	Weaverville	NC	28787		H 828-645-4078 E whiteyrrw@charter.net

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				

11/22/10: Customer called in. He was shooting last wk & stated he had a FSR. He stated that there was too much play in the trigger. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/257 WBY MA	85397	G6758832	XC	5/23/2008 2:59:31 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
4/24/2010	HENRYS TACKLE LLC	AFT MKT TPA	N			

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 @ 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

11/22/10: Sending ARS, ltr, form. df 12/13/10: Per Ilion - After market TA. Will follow down. Can replace TA, clean & test fire @ 1/2 normal charges - quote. df 12/13/10: I called customer but he wasn't home. His wife asked me to email the quote to him. 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	4054	As received Follows Down	
Barrel	Description		26" 257 WBY MAG
	Date Code		XC
	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	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	---Select---	NOT OF REM MFG, WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	False	
Non-Remington Components	Description		AFT MKT TPA

QUOTATIONParts/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 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	Description/Serial Number	Date Received -	12/8/2010
RE00213335	G6758832	Estimate Date -	12/10/2010
Account # - R-		Current Date -	12/13/2010

CustomerRICHARD WHITE
56 BRANK COKE ROAD

WEAVERVILLE, NC 28787 US

Phone (H) (828)-674-3339**Phone (W)****Return To**RICHARD WHITE
56 BRANK COKE ROAD

WEAVERVILLE, NC 28787 US

Fax**Email** WHITERW@CHARTER.NET

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

Technician's Comments	
Condition	non Remington trigger assm.
ProblemNotes	After market TPA. Will follow down will return it to you. I can offer you to replace Trigger assm ,clean and test for 1/2 the normal cost as good will gesture.

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	0%	\$17.00	
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:		\$89.50	
				Est. Sales Tax:		\$2.82	
				Grand Total:		\$92.32	

frmREInquiry - Repair Inquiry

Repair Number: RE00213335

Serial: G6758832 Model 700 Center Fire Caliber: 257 WBY MAG Produced: 05/23/2008 SKU: 85397

Repairman:

Status: New 12/8/2010 10:24:58 AM

Verify Repair

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: RICHARD WHITE

Name: RICHARD WHITE

Address 1: 56 BRANK COKE ROAD

Address 1: 56 BRANK COKE ROAD

Address 2: PO Box

Address 2: PO Box

City: WEAVERVILLE

City: WEAVERVILLE

State: NC Zip Code: 28787 Country: US

State: NC Zip Code: 28787 Country: US

FFL:

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	iCode	User ID	Desc1	Desc2
12/8/2010 10...	New	valentds	Repair Added	
12/8/2010 10...	Update	valentds	Repair information change	
12/8/2010 10...	Expedite	valentds	From: Check In	To:
12/8/2010 12...	EmailSent	ArmEmail	Repair Received	WHITER
12/8/2010 12...	EmailVerified	ArmEmail	Receipt	WHITER

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 10:24:58 AM

valentds

Repair Bench

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

DEC 10 2010

BY:

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>G 6758832</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>Richard W. White</u>		Date of Purchase: <u>4-24-2010</u>	
Address (no PO Boxes): <u>56 Brank Cove Rd.</u>			
City: <u>Weaverville</u>		State: <u>N.C</u>	Zip: <u>28787</u>
Phone (Daytime): <u>828-674-3339</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Whitey.rw @ Charter.net</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>11-17-2010 with The Gun in a Caldwell lead sled a Round in the Chamber. When The Safety was pushed forward The Gun Fired Without Touching Trigger. I duplicated This 3 more Times. Remove The Barrel + Action from Stock To See if There was a loose Screw. But could NOT find ANY THING wrong except Trigger seems to have Excessive Play from Side To Side. Reassemble if Trigger is Push side To Side it will sometimes fire. if Trigger is Pull when Safety is on</u>			
Ammunition Information: when safety is released it will fire			
Manufacturer: <u>Weatherby</u>		Type: <u>100 gr. Spine Point</u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
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></u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: Barnes CR10 Hoppes #9 Copper SolventHow often do you clean the bore? (Months or Number of rounds) 10 ShotsHow often do you clean the action? (Months or Number of rounds) After Every Shooting SessionHow often do you clean the trigger assembly? (Months or Number of rounds) 25-50 RoundsBrand of lubricant used: spray Silicone LubricantHow often do you lubricate the bore? (Months or Number of rounds) After every shooting sessionHow often do you lubricate the action? (Months or Number of rounds) After every shooting sessionHow often do you lubricate the trigger assembly? (Months or Number of rounds) 25-50 RoundsHave you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > ☐ YES ☒ NOWhen was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? NeverWhat were the services performed?

Ship your INSURED firearm by either UPS or Parcel Post to:

AFT MKT TPA.
will follow down.
CAN replace TPA, CLAW +
T3 + R2 at 1/2 normal charges.
Quote

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Ilion, NY 13357

G6758832

Model: 700



RE00213335

PENT SHELLS IN YOUR FIREARM OR IN
IS IS A VIOLATION OF FEDERAL LAW. IF
SHELLS PLEASE SEND THEM IN A
NAME, ADDRESS (WITH ZIP CODE),
RIAL NUMBER OF YOUR FIREARM.

your firearm before sending it.
it 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



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/22/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5170 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Richard White 56 Brank Cove Rd. Weaverville, NC 28787 Ph: 828-645-4078
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 23, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066106720
REF 1: RICHARD WHITE/CD/DMF
REF 2: 5170/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	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





