

Remington Arms Co., Inc.
Product Service
Legal Case #:4841

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209648	11/8/2010	10/25/2010	11/9/2010	10/24/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Donald	Wood	9838 County Rt 114	Hammondsport	NY	14840		H 607-583-2060

Incident Information

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

10/25/10: Customer called in. He had FBC yesterday & almost shot his dog. No damage/No injury. He wants to send gun in for exam & repair. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/2506 REM	25789	C6758347	AN	3/11/1993

Date Purchased	Where Purchased	Accessories	Original Owner
	JERRYS SPORT CENTER INC	TWO PIECE SCOPE BASE	N

CONCERN:FBC

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

10/25/10: Sending ARS, letter & form. Box order# 1151988. df 11/11/10: Per Fred S. - Could not duplicate concern. TA dirty & sticky. Replace TA, clean & test fire @ 1/2 normal cost - Quote. df 11/11/10: Left cust. VM w/info about exam & I would mail the quote for repair, left my contact info also. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 25-06 REM
	Date Code		AN
	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	SLUGGISH
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	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

QUOTATION**Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

www.remington.com info@remington.com

ESTIMATING**REPORT**

Parts/Repairs

800-243-9700

Fax

336-548-7801

COPY**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 RE00209648 Account # - R-	Description/Serial Number C6758347	Date Received - 11/8/2010 Estimate Date - 11/9/2010 Current Date - 11/11/2010
Customer DON WOOD 9838 CTY RTE 114 HAMMONDSPORT. NY 14840 US		Return To DON WOOD 9838 CTY RTE 114 HAMMONDSPORT. NY 14840 US
Phone (H) (607)-583-2060 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 could not duplicate concern.trigger assm dirty and sticky.replace trigger plate assm, clean and test fire at 1/2 normal charges. unable to refinish stock.

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
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
Sub Total:						\$75.50
Est. Sales Tax:						\$5.29
Grand Total:						\$80.79

frmRepairMain - FGI Repairs
File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System

frmREInquiry - Repair Inquiry

Repair Number: RE00209648 Serial: C6758347 Model: 700 Center Fire Caliber: 2506 REM Produced: 03/11/1993 SKU: 25789 Repairman: Bruce Travis Status: ApprovalHold 11/9/2010 9:40:05 AM

Verify Repair

ADDRESS INFORMATION

Customer: DON WOOD Received from: DON WOOD Return To: DON WOOD Received from:

Address 1: 9838 CTY RTE 114 Address 2: PO Box City: HAMMONDSPORT State: NY Zip Code: 14840 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Shipping Hold	Current Status
11/8/2010 7:3	New	lopetaff	Repair Added		<input type="checkbox"/> Interface Hold	ApprovalHold
11/9/2010 8:2	Maint	Travisbw	Repair Maintenance	Status: Rep	<input type="checkbox"/> Estimate Sent	11/9/2010 9:40:05 AM
11/9/2010 9:4	Estimate	Travisbw	Estimate Update	Status: App	<input type="checkbox"/> Parts Received	Travisbw
11/9/2010 9:4	ApprovalH...	System	Immediate SAP Allocation		<input type="checkbox"/> Passed Inspection	ApprovalPack
11/9/2010 9:5	Expedite	penceril	From: Repair Bench	To: Approv	<input type="checkbox"/> Return as Received	Repair Location
					<input type="checkbox"/> Has Been Approved	ILN
					<input type="checkbox"/> Internal Repair	Current Location
					<input type="checkbox"/> Exclude TATC	ILN
						Transfer Number

Repair Search Refresh Close

supryfl - ILN/Prod frmRepairMain D1102R7XPIL Tuesday, Nov 9 2010 11:57 AM

start OMS Desktop frmRepairMain F... Index Micro-Soft

RECEIVED
NOV 10 2010

BY:.....

CW

4841

COPY

24"
AM 3/9
4#
1014

October 25, 2010

Donald Wood
9838 County Rt 114
Hammondsport, NY 14840
Ph: 607-583-2060

Subject: # 4841

Dear Mr. Wood,

Serial
Number:

C6758347

Model: 700



RE00209648

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". Fred 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.

could not duplicate concern.
Trigger Assm. Dirty sticky. Replace
TPA clean & test fire at 1/2
normal cost. Quote.
unable to refinish stock.

Sincerely,

D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

df
enclosure

Could you let me know the cost to have the
scratches removed from the stock while the gun
is at the factory.

Donald A Wood - 607-583-2060



Factory Repair Form

Return to Previous Page

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: <u>700</u>	Serial Number: <u>C6758347</u>
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: <u>DONALD A. WOOD</u>	Date of Purchase: <u>10-15-2010</u>
Address (no PO Boxes): <u>9538 CTY. RTE. 114</u>	
City: <u>HAMMONDSPORT</u>	State: <u>NY</u> Zip: <u>14840</u>
Phone (Daytime): <u>607-583-2060</u>	Fax: <u>NONE</u>
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>NONE</u>	
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: <u>The gun fired when bolt was closed</u>	
500 characters left	
Ammunition Information:	
Manufacturer: _____	Type: _____
Other (i.e. bullet weight/type, shot size, powder): _____	
Handload Information:	
Powder Used: _____	Powder Weight: _____
Case/Hull Used: _____	Primer Used: _____
Bullet Type/Shot Size: _____	Reloader Used: _____
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: _____	
How often do you clean the bore? (Months or Number of rounds) _____	
How often do you clean the action? (Months or Number of rounds) _____	
How often do you clean the trigger assembly? (Months or Number of rounds) _____	
Brand of lubricant used: _____	
How often do you lubricate the bore? (Months or Number of rounds) _____	
How often do you lubricate the action? (Months or Number of rounds) _____	

How often do you lubricate the trigger assembly? (Months or Number of rounds)	<u>N/A Just Purchased.</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	<u>N/A Just Purchased</u>
What were the services performed?	<u>N/A Just Purchased</u>
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p>Ⓢ 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.</p> <p>:: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: 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)</p> <p>:: 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.</p>	

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Other Sites



Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/25/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 4841 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Donald Wood 9838 County Rt 114 Hammondsport, NY 14840 Ph: 607-583-2060
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 OCT 26, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065116159
REF 1: DONALD WOOD/CD/DMF
REF 2: 4841/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
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 7.27 PUB+HANDLING 7.27