

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4882

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209884	11/10/2010	10/28/2010	11/11/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Woods Bay Gunsmithing	Dan	Woods Bay Gunsm	13390 Montana Hwy 35	Big Fork	MT	59911		W 406-837-1101

## Incident Information

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

10/27/10: Dealer called into Consumer Serv. Dept. Steve J. wrote down info & brought it to me. Dealer said consumer brought gun to him claiming FSR. Trigger has been adjusted to 1 1/2 lbs. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	A6451746	KO	5/10/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	ALL SPORTS SPOKANE BOTTOM HALF OF RINGED SCOPE WA	BASES	U			

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
Remington/700/CF/BA						
Per Ilion - Quote to repair under BLM program						

Repair/Replacement Cost	Repair/Replacement Date
\$54.60	11/16/2010

10/28/10: Sending ARS, ltr, form. df 11/16/10: Per Fred S. - Could not duplicate concern. TA dirty, set screws altered. Check over, replace TA, clean & test fire under BLM program - quote. df 11/16/10: I called dlr & spoke to Dan, went over report & quote. He apprvd repair & said send it out COD. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		F.SUPRY

Examination	Exam Date	11/11/2010	
	Product Type	RF	
	Action Type	A	
	Assigned To	F.SUPRY	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	24" 7MM REM MAG LH	
	Date Code	KO	
	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/BINDS
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---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	

Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		BOTTOM HALF OF RINGED SCOPE BASES

**frmRepairMain - FGI Repairs**

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System

**frmREInquiry - Repair Inquiry**

Repair Number: **RE00209884** Serial: A6451746 Model: 700 Center Fire Caliber: 7  
MM REM MAG LH Produced: 05/10/1977 SKU: 20000 Repairman: \_\_\_\_\_  
Status: Repairing 11/11/2010 7:39:29 AM

Verify Repair

**ADDRESS INFORMATION**

Customer: ☒ Received from Return To: ☐ Received from

Name: **WOODS BAY GUNSMITHING** **WOODS BAY GUNSMITHING**

Address 1: **13390 MONTANA HWY 35** **13390 MONTANA HWY 35**

Address 2: **PO Box** **PO Box**

City: **BIG FORK** **BIG FORK**

State: **MT** Zip Code: **59911** Country: **US** **MT** Zip Code: **59911** Country: **US**

FFL: \_\_\_\_\_

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/10/2010 7:...	New	lopatafl	Repair Added	
11/10/2010 12...	EmailSent	ArmEmail	Repair Received	DMAJERUS
11/10/2010 12...	EmailVerified	ArmEmail	Receipt	DMAJERUS
11/11/2010 7:...	Maint	Trevisbw	Repair Maintenance	Status: Rep...

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

Current Status: Repairing  
11/11/2010 7:39:29 AM  
lopatafl  
Repair Bench  
Repair Location  
ILN  
Current Location  
ILN  
Transfer Number

Repair Search Refresh Close

supryfl: ILN/Prod frmRepairMain D1102R7XPIL Wednesday, Nov 10 2010 7:57 AM

start OMS - Desktop frmRepairMain - F OMS - Global Ser... Inbox - Microsoft

RECEIVED  
NOV 10 2010

BY:.....

4882

COPY

24"  
120 S/77  
~~120 S/77~~  
009  
3#

October 28, 2010

Woods Bay Gunsmithing  
Attn: Dan  
13390 Montana Hwy 35  
Big Fork, MT 59911  
Ph: 406-837-1101

Ref: # 4882

Dear Dan,

Enclosed is a prepaid UPS shipping label to cover shipment of the 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". Mr. 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.

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

Serial Number:

A6451746

Model: 700



RE00209884

could not duplicate concern.  
Trig. ASSM. Dirty, set screws  
altered. Check over, replace  
TPA, CLEAN + TEST Fire under  
bo it lock program Ren  
\$20.00.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 14763



## 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 LH</u>	Serial Number: <u>A6451746</u>
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <u>Gun Shop</u>	
Name: <u>Dan Majerus</u>	Date of Purchase: <u>Woodsbay Gunsmithing</u>
Address (no PO Boxes): <u>13390 MT. Hwy 35</u>	
City: <u>Bigfork</u>	State: <u>MT</u> Zip: <u>59911</u>
Phone (Daytime): <u>406-837-1101</u>	Fax: _____
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>DMAJERUS@Centurytel.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>Customer claims sometimes gun fires when taking safety off with live round in chamber</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) _____
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 <input type="checkbox"/>
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) _____
What were the services performed?) _____
Ship your INSURED firearm by either UPS or Parcel Post to:  <div style="text-align: center;"> Remington Arms Co., Inc.  Attn: Arms Service Division  14 Hoefler Avenue  Ilion, NY 13357 </div>
<p><b>⚠ 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.</b></p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: 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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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:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
<b>PLEASE CHECK ONE</b>			
<b>MEDIA COORDINATOR TO MAIL</b>		<b>I WILL MAIL</b>	<b>XXXXXX</b>
DESCRIPTION: Ref# 4882 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Woods Bay Gunsmithing Attn: Dan 13390 Montana Hwy 35 Big Fork, MT 59911 Ph: 406-837-1101
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 28, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066923089  
REF 1: WOODS BAY GUNSMITHING/CD/DMF  
REF 2: 4882/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:		RS	0.50
DY 0.00	COD 0.00	SD	0.00
DC 0.00	DGD 0.00	SP	0.00
AM 0.00	PR 0.00		
TOT PUB CHG 11.79	PUB+HANDLING	11.79	