

Remington Arms Co., Inc.
Product Service
Legal Case #:4842

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209703	11/8/2010	10/25/2010	11/9/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		William	Youles	4315 Raven Dr.	Fallon	NV	89406		C 775-217-1420 E fyrewil@cccomm.net

Incident Information

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

10/25/10 Per call from Youles, he has 4 700's and one has had a FSR. He wants to have all 4 checked for safety after seeing the broadcast.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6783750		1/1/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	WESTERN HOEGEE GLENDALE CA		U			

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	20000	6814368	XY	12/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE SCOPE BASE	U			

CONCERN:SAFETY INSP

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	20000	A6783750	OV	7/1/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	WESTERN HOEGEE GLENDALE CA		U			

CONCERN:FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	20000	336018	LR	2/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	U			

CONCERN:SAFETY CHECK

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash	Reim. Date	Cash Date

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4842&Type=Case>

11/15/2010

Remove bolt lock
from oldest, replace
trigger in other two

Repair/Replacement Cost	Repair/Replacement Date
75.69	11/11/2010

10/25/10 Emailing 4 prepaid labels.cm 11/11/10 Called Youles, he approved removing bolt lock from 336018 and new triggers in 6814368 & A6783750 for \$20 + tax each. He did not send the other serial number. He has an aftermarket trigger in that rifle.cm

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	4015	Improper Maintenance	
Barrel	Description		24" 7 MM REM MAG
	Date Code		XY
	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	
		Slightly Worn;	

	Stock Condition	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---	.004
	Notch	Slightly Worn; Functioning	VERY DIRTY, BLACK GREASE
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	SEALANT REMOVED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

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

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		22" 270 WIN
	Date Code		OV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		F.SUPRY
	Exam Date		11/9/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4039	No Fault Found	
Barrel	Description		22" 30-06 SPR
	Date Code		LR
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn;	

Bolt		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	SCRATCHES AND DENTS BUTT PLATE MISSING
	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---	.007
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	CLEAN AND FUNCTIONING AS DESIGNED
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

4842

24"
XY 12/
54
100'

October 25, 2010

William Youles
4315 Raven Dr.
Fallon, NV 89406

Subject: #4842, 4 of the Model 700

Dear Mr. Youles,

Per our conversation, you should receive an email with your prepaid UPS ground shipping labels for shipment of the firearms to our factory within the next 24-48 hours. Please include a copy of the attached 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".

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,

*used
Break-free to clean*

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

X2 \$30.00

Serial Number:

6814368

Model: 700



RE00209703

*check over at Bench.
sealant removed from set screws.
Trigger Assm. dirty & has a black
substance on sear. replace TPA,
clean & test fire under bolt
Lock Program Box \$ 20.00.*

Quote

frmREInquiry - Repair Inquiry

Repair Number: **RE00209703** Serial: 6814368 Model: 700 Center Fire Caliber: 7 Repairman: Bruce Travis
 MM REM MAG SKU: 84057 Status: ApprovalHold 11/9/2010 9:29:01 AM

Verify Repair: ☐

ADDRESS INFORMATION

Customer: ☐ Received from **Return To:** ☐ Received from

Name: **WILLIAM YOULES** **WILLIAM YOULES**
 Address 1: **4315 RAVEN DRIVE** **4315 RAVEN DRIVE**
 Address 2: PO Box:
 City: **FALLON** **FALLON**
 State: **NV** Zip Code: **89406** Country: **US** **NV** Zip Code: **89406** Country: **US**

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
11/8/2010 11:...	New	lpatell	Repair Added		
11/8/2010 11:...	Update	lpatell	Repair information change		
11/9/2010 8:2...	Maint	Travisbw	Repair Maintenance	Status: F	
11/9/2010 9:2...	Estimate	Travisbw	Estimate Update	Status: A	
11/9/2010 9:3...	ApprovalH...	System	Immediate SAP Allocation		

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

Current Status: ApprovalHold 11/9/2010 9:29:01 AM
 Travisbw
 ApprovalRock
 Repair Location: ILN
 Current Location: ILN
 Transfer Number:

Repair Search Refresh Close

supryfl - ILN/Prod

frmRepairMain

D1102R7XPIL

Tuesday, Nov 9, 2010

11:57 AM

start

C:\MS-Desktop

C:\frmRepairMain - F...

C:\Inbox\Microsoft...

11:57 PM

RECEIVED

NOV 10 2010

BY:.....

REDACTED

- 2890 4842

exp. 5/11

22"
OV
7/7
G#
D13

October 25, 2010

J.
William Youles
4315 Raven Dr.
Fallon, NV 89406

Serial Number:

A6783750

Model: 700



RE00209700

Subject: #4842, 4 of the Model 700

Dear Mr. Youles,

Per our conversation, you should receive an email with your prepaid UPS ground shipping labels for shipment of the firearms to our factory within the next 24-48 hours. Please include a copy of the attached 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".

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

could not duplicate concern.
check over, replace TA, clean +
rest Fire arden Bolt Local
Program for \$20.00
Quote.

SER # A 6783750 270

#1
Removed off SAFETY LOCKED
DISCHARGED X2 IN PAST
10 YEARS.

27
20
20.23
67.23
77.23
30

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

E mail

Remington.

www.remington.com

4XX596 OCT 25, 2010 ALL CURR USD 1 OF 4
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066062480
REF 1: WILLIAM YOUNES/CD/CM
REF 2: 700

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

ARS LABEL REQUEST FORM

DATE: 10/25/2010	REQUESTED BY: christy
QUANTITY: 1	WEIGHT PER PACKAGE: 10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL	XXXXXXXXXXXXX I WILL MAIL
DESCRIPTION: A6783750 700	

4XX596 OCT 25, 2010 ALL CURR USD 2 OF 4
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065280696
REF 1: WILLIAM YOUNES/CD/CM
REF 2: 700

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

LABEL INFO

MAIL LABEL TO: William Youles
4315 Raven Dr
Fallon, NV 89406

4XX596 OCT 25, 2010 ALL CURR USD 3 OF 4
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067332706
REF 1: WILLIAM YOUNES/CD/CM
REF 2: 700

RETURN ITEM TO: Rem Product Service

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

4XX596 OCT 25, 2010 ALL CURR USD 4 OF 4
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969067982513
REF 1: WILLIAM YOUNES/CD/CM
REF 2: 700

Dodson, Cathy

From: Mitchell, Christy
Sent: Monday, October 25, 2010 4:
To: Dodson, Cathy
Subject: ARS for Wm. Youles

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

Cathy, can you change that to 4 rifles and email them instead of mailing?

His email address is: fyrewil@cccomm.net

Christy Mitchell