

Remington Arms Co., Inc.

Product Service

Legal Case #:5056

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211140	11/22/2010	11/10/2010	11/29/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Beards and Bucks	Brian	Beards and Buck						W 580-367-2825
Incident		Curtis	Daniels	311 S.E. 8th	Durant	OK	74701		H 580-775-0569

Incident Information

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

11/10/10 Per call from Brian, dealer, his customer brought back a 700 XHR that he had ordered special for him and Daniels went to sight it in, had the safety on and it fired when he locked the bolt down. Also has problems with the chamber, brass sticks in the barrel.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	84406	G6992155	WE	8/4/2010 9:33:59 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS, LLC		Y			

CONCERN:FBC

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
Refund \$815.61 to owner			815.61		11/29/2010	
Repair/Replacement Cost	Repair/Replacement Date					

11/10/10 I will refund Daniels for rifle once received at the factory. Rec'd receipt via email from dealer.cm 11/29/10 Completed refund request.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/23/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 300 WIN MAG
	Date Code		WE
	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	RUSTED
	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	METAL IS RUSTED AND PITTED
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	RUSTED
	Bulged	False	
Safety	Description		STANDARD XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

693419

ORDER NO.	customer's order no.	phone	date
		(580) 725-0569	10/21/10
	name		
	Curtis Daniels		
	address		
	311 S.E. 8 th		
	city, state, zip		
	Durant, OK 74701		
	sold by	shipping information	
	Brian	cash <input checked="" type="checkbox"/> charge <input type="checkbox"/> c.o.d. <input type="checkbox"/> on acct. <input type="checkbox"/>	
quantity	description		amount
1	1 Remington 700XHR 300win mag		744.99
2	TAX		65.62
3			
4	Total		810.61
5			
6			
7	Paid in full		
8	B. Daniels		
9			
10			
11			
12			
13			
14			
received by			

edams

keep this slip for reference

DC5808UV

5056
November 10, 2010

Subject: #5056, Model 700

Dear Brian,

Per our conversation, I will refund Mr. Daniels for the 700 XHR after receiving it at the factory. Please include a copy of this letter inside the box with the rifle if you have not shipped it yet. If you have, don't worry, I'll watch for it to come in either way.

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.

Serial Number:

G6992155

Model: 700



RE00211140

frmREInquiry - Repair Inquiry

Repair Number: **RE00211140** Serial: G6992155 Model: 700 iCenter Fire Caliber: 300 WIN MAG Produced: 08/04/2010 SKU: 84406 Repairman: Status: Parked 11/24/2010 5:27:43 AM

Verify Repair

ADDRESS INFORMATION

Customer ☒ Received from **Return To** ☐ Received from

Name: CURTIS DANIELS
 Address 1: 311 S E 8TH
 Address 2: PO Box
 City: DURANT
 State: OK Zip Code: 74701 Country: US

FFL

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/22/2010 5...	New	valentds	Repair Added	
11/22/2010 5...	Expedite	valentds	From Check In	To:
11/24/2010 5...	Maint	Travisbw	Repair Maintenance	Status: Estim
11/24/2010 5...	ParkedExt...	Travisbw	Placed in PS Back Rack	hold for dispo

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

Current Status

Parked
 11/24/2010 5:27:43 AM
 Travisbw
 Product Services
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search Refresh Close



nagletj - ILN/Prod

frmRepairMain

NAGLETJ

Wednesday, Nov 24 2010

8:05 AM

RECEIVED
 NOV 29 2010

BY:

700 Log Sheet – 2010 CNBC Story

My Copy

Date: 11/10/10

CSR: 1M

#5056

Is the customer calling as a result of the broadcast? YES NO

Initial tone/Attitude of the caller:

☐ Angry at Remington

☐ Supportive of Remington

☐ Angry at CNBC for airing

☐ Supportive of CNBC

out 1521672

Nature/Purpose of Call:

☐ Calling to offer support (pro-Remington)

☐ Inquisitive about Remington position

☐ Calling to provide broadcast feedback

Customer Owns a Model 700:

☐ General concern of safety with personal model 700

☐ seeking company feedback regarding direction/use of personal Model 700

☒ claims they experienced a "safety" related issue with their personal Model 700

☐ has not experienced a problem but wants firearm inspected (fill out address) send to an RARC

If the customer references any concerns or problems experienced in relation to the operation of the safety of the firearm, they should be advised to return it to (Product Service, Ilion NY).

Did they agree to return it to the factory?

YES

NO

Consumer Name: Curtis Daniels

Address: bdoyle@hotmail.com

Phone: 580-367-2825

Serial #: G6992155

Send an ARS label

B&T Gunsmithing → 580-369-3772

Comments:

season in 2 weeks Nov. 20th
guide hunters

700 XTR went to sight in. Safety on bore not quite right brass sticks in bbl.

Dealer Brian

Beards & Buck









