

Remington Arms Co., Inc.

Product Service

Legal Case #:5094

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214023	12/13/2010	11/15/2010	12/14/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kevin	Kline	2825 Hanover St	Dallas	TX	75225		H 214-648-7820

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fires when pressure on trigger and removing safety	Cause:4038 Could Not Duplicate Concern	Unknown	
C		Concern:1007 Fired on Safe Release		

11/15/10 Per call from Kline, he has a CDL SF 30-06 he bought in 2008 and it has the X-Mark Pro. He adjusted the trigger to 3 1/2 lbs. He had a accidental discharge. Any pressure on the trigger when safety is released and it fires.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	S6597736	LB	2/13/2007 11:00:39 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
6/20/2007	WILLIAMS SHOOTERS SUPPLY	TWO PIECE SCOPE BASE	Y			

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, replace TPA, clean and test at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				
	63.42	12/20/2010				

11/15/10 Mailing ARS.cm 12/16/10 Left voice message for Kline with inspection info and quote. Awaiting reply.cm 12/20/10 Per Ilion, could not duplicate concern. Trig assm screw altered. Trigger has min return. Replace TPA, clean and test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		3006 SPR
	Date Code		LB
	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	SCRATCHES/MARS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	2.2#
	Altered	True	PULL SCREW ALTERED
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

RECEIVED
DEC 17 2010

BY: _____

CS 12-11-10
Remington®

5094

24"
LB 2/07
2,2#
010

November 15, 2010

Kevin Kline
2825 Hanover St
Dallas, TX 75225

Subject: #5094, Model 700

Dear Mr. Kline,

Per our phone conversation, enclosed is a UPS ground prepaid shipping label. Please include a copy of this 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 "Product Service".**

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

enclosure

could not duplicate concern.
TA, set screw altered. Trig.
HAS min return. Replace TPA,
clean + test fire AT 1/2
Normal cost.

Quote

1
27
21.42
15.
63.42

S6597736
Model: 700



RE00214023

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

PS 15487

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

Model Number: <u>700 CDL</u>		Serial Number: <u>56597736</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Kevin Klein</u>		Date of Purchase: <u>6/20/2007</u>	
Address (no PO Boxes): <u>2825 Hanover St.</u>			
City: <u>Dallas</u>		State: <u>TX</u>	Zip: <u>75225</u>
Phone (Daytime): <u>214-893-0396</u>		Fax: <u>214-648-7660</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Kevin.Klein.m.d@gmail.com</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:			
<p>My trigger will often go off when the safety is released and is unsafe. If possible, I would like a newer version of the X mark pro that is externally adjustable. I would like a pull of 3 1/2 pounds. The current trigger arrived with a pull of 7 1/2 pounds. Thank you K.K. I had it adjusted by a professional.</p>			
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)	20 rounds
How often do you clean the action? (Months or Number of rounds)	After hunting, wipe off
How often do you clean the trigger assembly? (Months or Number of rounds)	Have not
Brand of lubricant used:	Rem oil
How often do you lubricate the bore? (Months or Number of rounds)	20
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 not
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? 7/14/2007	
What were the services performed? Trigger assembly replaced	
<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.</p>	

Parts/Repairs
Fax

800-243-9700
336-548-7801

www.remington.com info@remington.com

Maunich, Inc. 27025 0700

REPAIR DOCUMENT

REPAIR DOCUMENT

Repair Order Number	Description/Serial Number	Date Received -
RE00131309	S6597736	7/16/2007
Account # - R-		Estimate Date -
	Model 700 Center Fire Caliber: 3006	Current Date -
	SPRG CDL SS FL BBL	7/19/2007
Customer		Return To
KEVIN KLEIN		KEVIN KLEIN
2825 HANOVER STREET		2825 HANOVER STREET
DALLAS, TX 75225 US		DALLAS, TX 75225 US
Phone (H)	(214)-648-7820	Fax (214)-648-7660
Phone (W)		Email KLEINHOUSE@CHARTER.NET

Reported		Problems	Found
M101	ACCURACY	M178	TRIG ADJ SCREWS RESET, CANNOT R

Technician's Comments	
Condition	NOTE - At target rifle shot to point of aim and put three shots in the same hole at 50 yds.
Problem/Notes	No fault found with receiver scope base holes. We mounted Weaver rings and bases with a Bushnell scope. Bore sighted with plenty of adjustment for both windage and elevation. Rifle will be targeted for group and point of impact.

Parts and Labor			
Material #	Material Description	Quantity	Warranty (Y/N)
Part			
F305571	700 X-MARK PRO TRIG ASSB RH SILVER	1	N
Part	Total:	1	
Service			
4000104	ARMS SERV SHIPPING & HANDLING	0	Y
4000119	GR-TEST	1	Y
4000120	GR-TARGET	1	Y
4000294	GR-CHECK TPA	1	Y
Service	Total:	3	

Remington.

INVOICE - repeat printout

Remington Arms Company, Inc.
870 REMINGTON DRIVE
P.O. BOX 700
MADISON, NC 27025-0700
UNITED STATES
www.remington.com

0052 51018093S
1100113070170
110011309R
001 108911094RT

ACCT. NO.	INVOICE NO.	INVOICE DATE
COD	41596370	07/19/2007

BILL TO: KEVIN KLEIN
2825 HANOVER STREET
DALLAS TX 75225

SHIP TO: KEVIN KLEIN
2825 HANOVER STREET
DALLAS TX 75225

PURCHASE ORDER NO.	P.O. DATE	ORDER NO.	ORDER DATE	DELIVERY NO.	DELV. DATE	DELIVERY TERMS	GROSS WEIGHT
11001131309	07/19/2007	866013	07/19/2007	81505285	07/19/2007	PPA	0 LB

CARRIER	BILL OF LADING	PRO NUMBER	FEL NUMBER

ITEM NO.	DESCRIPTION	SHIP QTY.	UNIT	PROGRAM PRICE	EXT PRICE
F305571	700 X-MARK PRO TRIG A88B RH SILVER	1	EA	45.0000	45.00

Items total				45.00
Tax State Level	6.250 %		45.00	2.81
Tax City Level	2.000 %		45.00	0.90

CURRENCY CODE: USD

TOTAL INVOICE AMOUNT: 48.71 USD

CUST. SERV. REP: CONSUMER
PH: 1-800-243-9700
FAX: 336-548-7801
Email: info@remington.com

TERMS: NET 30 DAYS
PAY 48.71 IN FULL BY 08/18/2007

EXCEPT WHERE PROHIBITED BY LAW, PAST DUE ACCOUNTS ARE SUBJECT TO A SERVICE AND INTEREST CHARGE OF 1.5% PER MONTH OR MAXIMUM AMOUNT ALLOWED BY LAW, WHICHEVER IS LESS. RETURNED MERCHANDISE NOT ACCEPTED WITHOUT RETURN AUTHORIZATION FROM CUSTOMER SERVICE. CLAIMS FOR SHORTAGE OR DAMAGE ARE CONTROLLED BY THE REMINGTON ARMS STANDARD CONDITIONS OF SALE.

IMPORTANT - PLEASE CUT ALONG DOTTED LINE AND RETURN TO ASSURE PROPER CREDIT TO YOUR ACCOUNT. IF AMOUNT SHOWN REPRESENTS A CREDIT(R) BALANCE, IT WILL BE CREDITED TO YOUR ACCOUNT.

ACCTS. REC. NO.	INVOICE/DEBIT/CREDIT MEMO NO.	INVOICE DATE	INVOICE DUE DATE	INVOICE AMOUNT
COD	41596370	07/19/2007	08/18/2007	48.71

REMIT TO: Remington Arms Co, Inc.
PO BOX 503810
SAINT LOUIS MO 63150-3810

D-U-N-S No. 00-145-3216

SEE CONDITIONS ARE SUBJECT TO THE APPLICABLE REMINGTON ARMS CUSTOMER AGREEMENTS AND STANDARD CONDITIONS OF SALE. COPY AVAILABLE UPON REQUEST.

PG 1 OF 1

PS 15491



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/15/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL		xxxxxx I WILL MAIL	
DESCRIPTION: 700			

LABEL INFORMATION

MAIL LABEL TO:	Kevin Kline 2825 Hanover St Dallas, TX 75225
RETURN ITEM TO:	Rem Prod Serv Ilion, NY

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

4XX596 NOV 15, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065123221
REF 1:KEVIN KLINE/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 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 9.45 PUB+HANDLING 9.45





