

Remington Arms Co., Inc.
Product Service
Legal Case #:6046

Case Information

REN	Date Opened	Date Opened(FS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
228830	4/14/2011	3/24/2011	4/15/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Basin Firearms Service	---	Basin Firearms	4814 S. 6th St.	Klamath Falls	OR	97603		W 541-265-4915
Incident		Steven	Bocchi	229 Washington St.	Klamath Falls	OR	97603		H 541-892-3312 E kbbigtng@charter.net

Incident Information

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

3/24/11: Dealer called in. He stated that his customer brought in a M/700 & stated that he has had a FBC a few times. No dates provided. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	BOM
Remington	CF/BA	700/25-06 REM	n/a	6448884	KU	5/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	JOHNS SPORTS GBS CANTON OHIO		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
Per Ilion - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.40	4/26/2011				

3/24/11: Sending ARS, letter, form. df 4/26/11: Per Ilion - Could not duplicate concern. Trigger not returning properly. TA dirty & set screws altered. Replace TA, clean & test fire under BLM - quote. Emailed quote to customer. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B TRAVIS
	Exam Date		4/15/2011
	Product Type		RF
	Action Type		A
	Assigned To		T NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 2506 REM
	Date Code		KU
	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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	011
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, TRIG NOT RETURNING PROPERLY
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

QUOTATION**Remington Arms Company, Inc.****ESTIMATING****REPORT**Parts/Repairs
Fax800-243-9700
336-548-7801870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700

www.remington.com info@remington.com

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 RE00228830 Account # - R-	Description/Serial Number 6440884	Date Received - 4/14/2011 Estimate Date - 4/15/2011 Current Date - 4/26/2011
Customer BASIN FIREARMS SERVICE 4814 S. 6TH ST. KLAMATH FALLS, OR 97603 US		Return To BASIN FIREARMS SERVICE 4814 S. 6TH ST. KLAMATH FALLS, OR 97603 US
Phone (H) (541)-205-4915 Phone (W)	Fax Email KFBIGDOG@CHARTER.NET	

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		Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments

Problem/Notes could not duplicate concern.trigger not returning properly.trigger asm dirty and set screws altered.replace trigger plate asm, clean and test fire under bolt lock program for \$20.00 + shipping.

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	Y	\$94.00	0%	\$0.00
Service						
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00
Sub Total:						\$37.00
Est. Sales Tax:						
Grand Total:						\$37.00

Fulcher, Dell Marie

From: postmaster@remington.com
To: kfbigdog@charter.net
Sent: Tuesday, April 26, 2011 11:18 AM
Subject: Relayed: Message relayed (kfbigdog@charter.net)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

kfbigdog@charter.net

Subject:

[COPY]

24"
KUS/71
2*
011

6046

March 24, 2011

Basin Firearms Service
4814 S. 6th St.
Klamath Falls, OR 97603
Ph: 541-205-4915

Ref: # 6046, M/700, Serial # 6440884

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form to fill out.

Please include a copy of this letter and form to put inside the shipping container. The letter and form 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 box with "Product Service". Product Service 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

RECEIVED
APR 20 2011

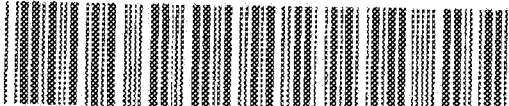
BY:.....

enclosure

could not duplicate concern.
Trig. not returning properly
T.A. dirty & set screws w/thead.
Rep lsa TPA, clean & test fire
widen BCP for \$20.00 + ship

Quote

6440884
Model: 700



RE00228830

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

Print

Reset

Model Number: <u>700</u>	Serial Number: _____	
Are you the original owner? ☒ YES ☐ NO		
Name: <u>STEVEN A. BOCHER</u>	Date of Purchase: <u>7 1968 OR 1966 F. THIAL</u>	
Address (no PO Boxes): <u>229 WASHINGTON ST.</u>		
City: <u>KLAMATH FALLS</u>	State: <u>OR</u>	Zip: <u>97603</u>
Phone (Daytime): <u>541-892-3312</u>	Fax: <u>N/A</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>KEBIGDOG@CHARTER.NET</u>		
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.		
Please describe your problem and date of occurrence: <u>GUN HAS GONE OFF FOR NO APPARENT REASON.</u> <u>8 TIMES SINCE I OWNED THE RIFLE. USED VERY</u> <u>LITTLE ONLY IN HUNTING SEASON EACH YEAR.</u> <u>* WATCHED THE CNBC SPECIAL ON PROBLEM -</u>		
500 characters left		
Ammunition Information:		
Manufacturer: <u>Remington / Nodex</u>	Type: <u>130 GR</u>	
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)	AS Needed 1 per yr.
How often do you clean the action? (Months or Number of rounds)	AS Needed
How often do you clean the trigger assembly? (Months or Number of rounds)	AS Needed AS NEEDED
Brand of lubricant used:	Hoppe's
How often do you lubricate the bore? (Months or Number of rounds)	AS NEEDED
How often do you lubricate the action? (Months or Number of rounds)	AS NEEDED
How often do you lubricate the trigger assembly? (Months or Number of rounds)	AS NEEDED
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > ☐ YES ☒ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
NEVER TO MY KNOWLEDGE	
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
☐ 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. :: 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.

Charge repairs will be processed using the following guidelines:

:: 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)

:: 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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	3/24/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6046 rifle			

LABEL INFORMATION

MAIL LABEL TO: Basin Firearms Service 4814 S. 6 th St. Klamath Falls, OR 97603 Ph: 541-205-4915
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX586 MAR 25, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065714851
REF 1: BASIN FIREARMS/CD/DMF
REF 2: 6046/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 12.51	PUB+HANDLING	12.51



