

Remington Arms Co., Inc.
Product Service
Legal Case #: 5308

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
226616	1/25/2011	12/6/2010	1/26/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Douglas	Conger	711 Hartman Rd.	Cortez	CO	81321		H 970-565-8394 E dconger@q.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause: 4038 Could Not Duplicate Concern		Unknown	
S	Concern: 1028 Fired With Safe ON			
C	Fired with Safety on			

Customer sent in an email. He stated he has a Model 700 in 300 Win Mag & it fired with safety on. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	n/a	40527		
Date Purchased	Where Purchased	Accessories	Original Owner			
		AFT MKT BBL AND TPA	N			

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
		Remington/700/CF/BA				

Per lion - Quote to replace TA

Repair/Replacement Cost Repair/Replacement Date

12/6/10: I will email ltr & form. I will ask media coord to email ARS. df 1/31/11: Per lion - After mkt. bbl & TA. Can replace w/XMP TA & bench check, safety check. Unable to test w/after mkt bbl. Cust. will have to check for safety & trigger clearance when installing stock. Return aft mkt TA - quote. df 2/1/11: Emailed quote to customer for review. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/26/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 300 WIN MAG AFT MKT
	Date Code		
	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	
Overall	Exterior Condition	Slightly Worn, Functioning	ACT ONLY
	Stock Condition	---Select---	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn, Functioning	
	Bulged	False	
Safety	Description		AFT MKT
	Function	---Select---	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	---Select---	JIMNEY TPA
	Pull	---Select---	
	Altered	False	
Non-Remington Components	Description		AFT MKT BBL AND TPA

QUOTATION**Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

www.remington.com info@remington.com

**ESTIMATING
REPORT**Parts/Repairs 800-243-9700
Fax 336-548-7801~~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	Description/Serial Number	Date Received -	1/25/2011
RE00220616	40527	Estimate Date -	1/27/2011
Account # - R-		Current Date -	2/1/2011

CustomerDOUGLAS CONGER
711 HARTMAN RD.Return ToDOUGLAS CONGER
711 HARTMAN RD.

CORTEZ, CO 81321 US

CORTEZ, CO 81321 US

Phone (H) (970)-565-8394

Fax

Phone (W)

Email

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

ProblemsReportedFound

M100 SEE CUSTOMERS LETTER
M123 FORWARD TO PRODUCT SERVICE
FOR INSPECTIO

M123 FORWARD TO PRODUCT SERVICE F

Technician's Comments

ProblemNotes aft mkt bbl and rec can replace trigger assm with xmp trigger assm, bench & safety check unable to test fire with aft mkt bbl.cust.will have to check for trigger and safety clearance when installing action to stock.return timney tpa.

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						
F306371B	700 XMP EA TRIG ASSB RH BLACK (OS)	1	N	\$115.00	0%	\$115.00
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
Sub Total:						\$132.00
Est. Sales Tax:						\$3.45
Grand Total:						\$135.45

Fulcher, Dell Marie

From: postmaster@remington.com
To: dconger@g.com
Sent: Tuesday, February 01, 2011 10:02 AM
Subject: Relayed: Douglas Conger - Remington Ref# 5308

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

dconger@g.com

Subject: Douglas Conger - Remington Ref# 5308

5308

[COPY]

December 6, 2010

Douglas Conger
711 Hartman Rd.
Cortez, CO 81321
Ph: 970-565-8394
Email: dconger@q.com

Ref: # 5308

Dear Mr. Conger,

You will receive a pre-paid shipping label in a separate email within 24-48 hours. 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 box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

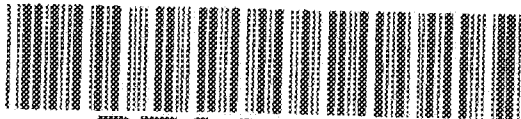
I hope that this action will keep you a loyal Remington customer.

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

enclosure

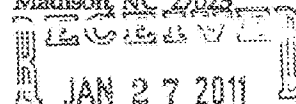
40527

Model: 700



RE00220616

Remington Arms Company, Inc. • 570 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com



BY:.....

Brand of cleaning solution used:	HOPPE'S #9 p non-chlor brake parts cleaner spray
How often do you clean the bore? (Months or Number of rounds)	only once, after that unintentional discharge - never fired or cleaned since.
How often do you clean the action? (Months or Number of rounds)	never
How often do you clean the trigger assembly? (Months or Number of rounds)	never
Brand of lubricant used:	Outers Gun Oil 42037
How often do you lubricate the bore? (Months or Number of rounds)	each daily use
How often do you lubricate the action? (Months or Number of rounds)	each daily use
How often do you lubricate the trigger assembly? (Months or Number of rounds)	each daily use
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?	N/A
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Illion, 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	

