

Remington Arms Co., Inc.
Product Service
Legal Case #:5776

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225724	3/14/2011	1/27/2011	3/22/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rick	Emory	1509 County Rd 5130	Salem	MO	65560		H 573-729-7963 Erickbare5@embarqmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1007 Fired on Safe Release			
C	FSR			

1/27/11: Customer called in. He stated his rifle had a FSR a few days ago. He did not have a date. A gunsmith told him that we had issues with our 700's and we have been taking care of customers. Gunsmith told him to call us & send gun in. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/17 REM	25801	B6508871	RK	11/1/1990
Date Purchased	Where Purchased	Accessories	Original Owner			
	GLEN ZANDERS BALDWIN IL	TWO PIECE 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 - Quote to repair						

Repair/Replacement Cost	Repair/Replacement Date

1/27/11: Sending ARS, letter, form, box. Box order# 1181978. df 3/28/11: Per Ilion - TA set screws altered, Trigger not returning properly. Replace TA, clean & test fire at 1/2 normal cost - quote. Emailed quote to customer for review & approval/payment. df 4/8/11: Customer called & spoke to CSR. He feels he should not have to pay for repair. I removed shipping charge & testing charge, but he should pay for the quote based on what we found. Emailed quote to him again. df 4/12/11: Customer called & apprvd quote & paid by credit card. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/22/2011
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 17 REM
	Date Code		RK
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, TRIG NOT RETURNING PROPERLY
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Fulcher, Dell Marie

From: postmaster@remington.com
To: rickbare5@embarqmail.com
Sent: Friday, April 08, 2011 2:30 PM
Subject: Relayed: Rick Emory - Remington Ref# 5776, Repair# 225724

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

rickbare5@embarqmail.com

Subject: Rick Emory - Remington Ref# 5776, Repair# 225724

QUOTATION

Remington Arms Company, Inc.

ESTIMATING REPORT

Parts/Repairs 800-243-9700
Fax 336-548-7801

870 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 RE00225724 Account # - R-	Description/Serial Number B6508871	Date Received - Estimate Date - Current Date -	3/14/2011 3/23/2011 3/28/2011
Customer RICK EMORY 1509 COUNTY RD. 5130 SALEM, MO 65560 US		Return To RICK EMORY 1509 COUNTY RD. 5130 SALEM, MO 65560 US	
Phone (H) (573)-729-7963 Phone (W)		Fax Email rickbare5@embargmail.com	

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		Problems Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M128 M172 M178	CHAMBER ROUGH/DIRTY / RUSTY CLOSES HARD OVER SHELL TRIG ADJ SCREWS RESET. CANNOT

Technician's Comments

ProblemNotes MFD of 11/90 Offer to exchange T.P.A, clean ,test ,for 1/2 normal cost as good will gesture.The style of T.P.A is a adjustable modle.All function and safety test be done at gallery.

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	50%	\$57.50
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000116	GR-LABOR	1	Y	\$1.00	0%	\$0.00
4000118	GR-CLEAN	1	N	\$28.00	50%	\$14.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00
Sub Total:						\$100.00
Est. Sales Tax:						\$2.43
Grand Total:						\$102.43

Fulcher, Dell Marie

From: postmaster@remington.com
To: rickbare5@embarqmail.com
Sent: Monday, March 28, 2011 4:02 PM
Subject: Relayed: Rick Emory - Remington Ref # 5776

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

rickbare5@embarqmail.com

Subject: Rick Emory - Remington Ref # 5776

(COPY)

241
R/K 11/9
21
1012

5776

January 28, 2011

Rick Emory
1509 County Rd 5130
Salem, MO 65560
Ph: 573-729-7963

Ref: # 5776

Dear Mr. Emory,

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

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.

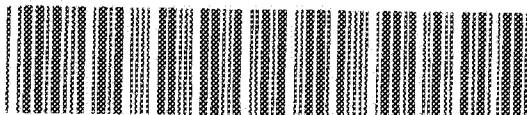
I hope that this action will keep you a loyal Remington customer.

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

RECEIVED
MAR 23 2011

BY:.....

B6508871
Model: 700



RE00225724

T.A. set screws altered, Trig
not returning properly.
Replace TPA, clean test line
at 1/2 normal cost.

Quote

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: 700		Serial Number: 86508871	
Are you the original owner? ☒ YES ☐ NO			
Name: Rick Emory		Date of Purchase: 1980's	
Address (no PO Boxes): 1509 CR 5130			
City: Salem		State: MD.	Zip: 65560
Phone (Daytime): 573-729-7963		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) Rickbere5@Embarqmail.com			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: In November I was at the Range, when I pushed the safety off the gun fired. It occurred once again in January 2011			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		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)	500 Rounds
How often do you clean the action? (Months or Number of rounds)	500
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	Rem.
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)	12 months
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
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? When it was Recalled	
What were the services performed? Barnett Replaced.	
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

LA// once service is ^{gun} complete on 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:	1/28/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5776 rifle			

LABEL INFORMATION

MAIL LABEL TO: Rick Emory 1509 County Rd 5130 Salem, MO 65560 Ph: 573-729-7963
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 JAN 28, 2011 ALL CURR USD 1 OF 1
SVC GNDCCN ACT WT 10.0 LBS
TRACKING# 124XX596867637986
REF 1: RICK EMORY/CD/DMF
REF 2: 5776/RIFLE
HANDLING CHARGE 8.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 CDD 0.00 SVC T/P USD
OC 0.00 DGD 0.00 RS 0.50
RM 0.00 PR 0.00 SD 0.00
TOT PUB CHG 9.36 PUB+HANDLING 9.36



