

Remington Arms Co., Inc.
Product Service
Legal Case #:5133

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215624	12/20/2010	11/18/2010	1/17/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	K. Hill Construction	Brian K	Hill	604 S. Park St.	Salem	MO	65560		W 573-729-4119

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired on safety release	Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release		Unknown
C				

11/18/10 Per call from Hill, he recently had his 700 fire when the safety was released. He's had it a while but it just happened for the first time recently. He bought it 2nd hand.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	27533	E6447901	CS	4/15/1998

Date Purchased	Where Purchased	Accessories	Original Owner
	ZANDERS SPORTING GOODS * GLENN	TWO PIECE BASE	N

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 Bill, replace TPA, clean, test fire at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

11/12/10 Mailing ARS cm 1/11/11 They did not send my letter or the repair form with the rifle. I advised the repairman so that they could inspect item 1/25/11 Per Bill, could not duplicate concern. Trigger asy d why drop. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm 3/24/11 Called his office, he is not in but receptionist will reach my trouble update today and get it to him. I gave him until Mar 31 to contact or we will return as reported.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B. TRAVIS

Examination	Exam Date	1/17/2011	
	Product Type	RF	
	Action Type	A	
	Assigned To	T NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	24" 7MM REM MAG	
	Date Code	CS	
	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 SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	011
	Notch	Slightly Worn; Functioning	DIRTY
	Tests	Test Fired	False
Feeding Test	False		

Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY, FEELS LIKE SAND BETWEEN SEAR AND PLATES
	Pull	--- Select ---	S#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington.

FACSIMILE TRANSMITTAL SHEET

To: _____ Date: 7/24/11
Company: _____ From: Christy Mitchell
Fax No.: 573-729-4524 Fax No.: _____
Phone No.: _____ Phone No.: 800-213-9700x8684

Number of pages including Cover Sheet: _____

COMMENTS:

Mr. Hill, please let me know before March 31 if you would like us to replace the trigger. We will return it as it was received after March 31.

Thanks,

Christy

PRIVILEGED AND CONFIDENTIAL

This facsimile is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure. If you are not the intended recipient please do not disseminate, distribute, or copy this communication. Instead, please notify the sender immediately by return fax or by telephoning the number above and discard all copies of this fax.

QUOTATION

Remington Arms Company, Inc.

ESTIMATING REPORT

Parts/Repairs
Fax

800-243-9700
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 RE00215624 Account # - R-	Description/Serial Number E6447901	Date Received - Estimate Date - Current Date -	12/20/2010 1/17/2011 2/4/2011
Customer BRIAN HILL 604 S PARK STREET SALEM, MO 65560 US		Return To BRIAN HILL 604 S PARK STREET SALEM, MO 65560 US	
Phone (H) Phone (W)	Fax 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

Problems			
Reported		Found	
M114	NO CORRESPONDENCE	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Technician's Comments

Problem/Notes Could not duplicate concern. Trigger assembly is very dirty. I can offer to replace trigger assembly, clean, and test fire at 1/2 normal charges.

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	N	\$94.00	50%	\$47.00
Service						
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Y	\$17.00	0%	\$0.00
4000118	GR-CLEAN	1	N	\$28.00	50%	\$14.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
Sub Total:						\$72.50
Est. Sales Tax:						\$1.99
Grand Total:						\$74.49

PS 16614 00

5133

24"
CS 4/98
5th
1011

Case 5133, Rep 215624, Brian K Hill

Mitchell, Christy

Sent: Tue 1/11/2011 3:48 PM

To: Pence, Ron L.

Cc: Nagle, Thomas J.; Lowry, James

This one had no correspondence. It is a PS case and needs to go to Bruce. They allege it fired when the safety was released. He bought it 2nd hand and it has just happened for the first time even though he has had it and shot it for many years.

Christy Mitchell

Consumer Affairs Administration/Field Activities School Administration

PO Box 700

670 Remington Dr.

Madison, WI 53708-0700

Phone: 336-548-6584

Fax: 336-548-7872 or 336-548-7764

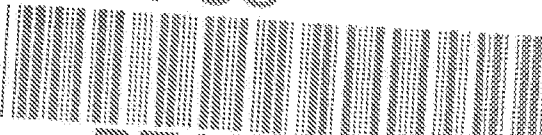
could not duplicate concern
T.A. very dirty. CAN offer
to replace TPA, clean &
TEST fire AT 1/2 normal
cost.

Quote

Serial Number:

E6447901

Model: 700



RE00215624

BY: _____



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/18/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA			
COORDINATOR		xx	
TO MAIL		I WILL MAIL	
DESCRIPTION:			
E6447901 700			

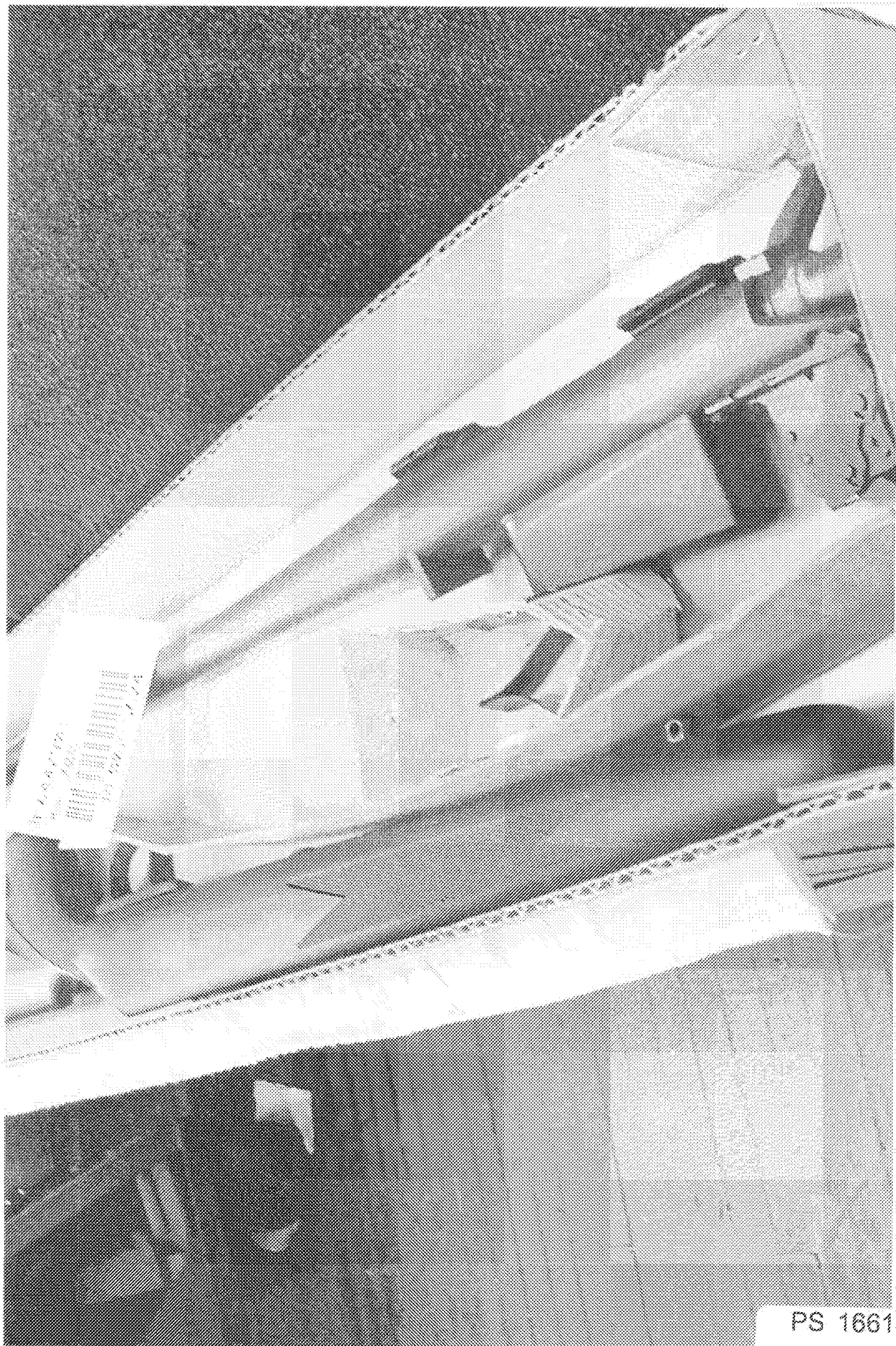
LABEL INFORMATION

MAIL LABEL TO:	Brian K. Hill K. Hill Construction 804 S. Park St. Salem, MO 65560
RETURN ITEM TO:	Rem Product Serv

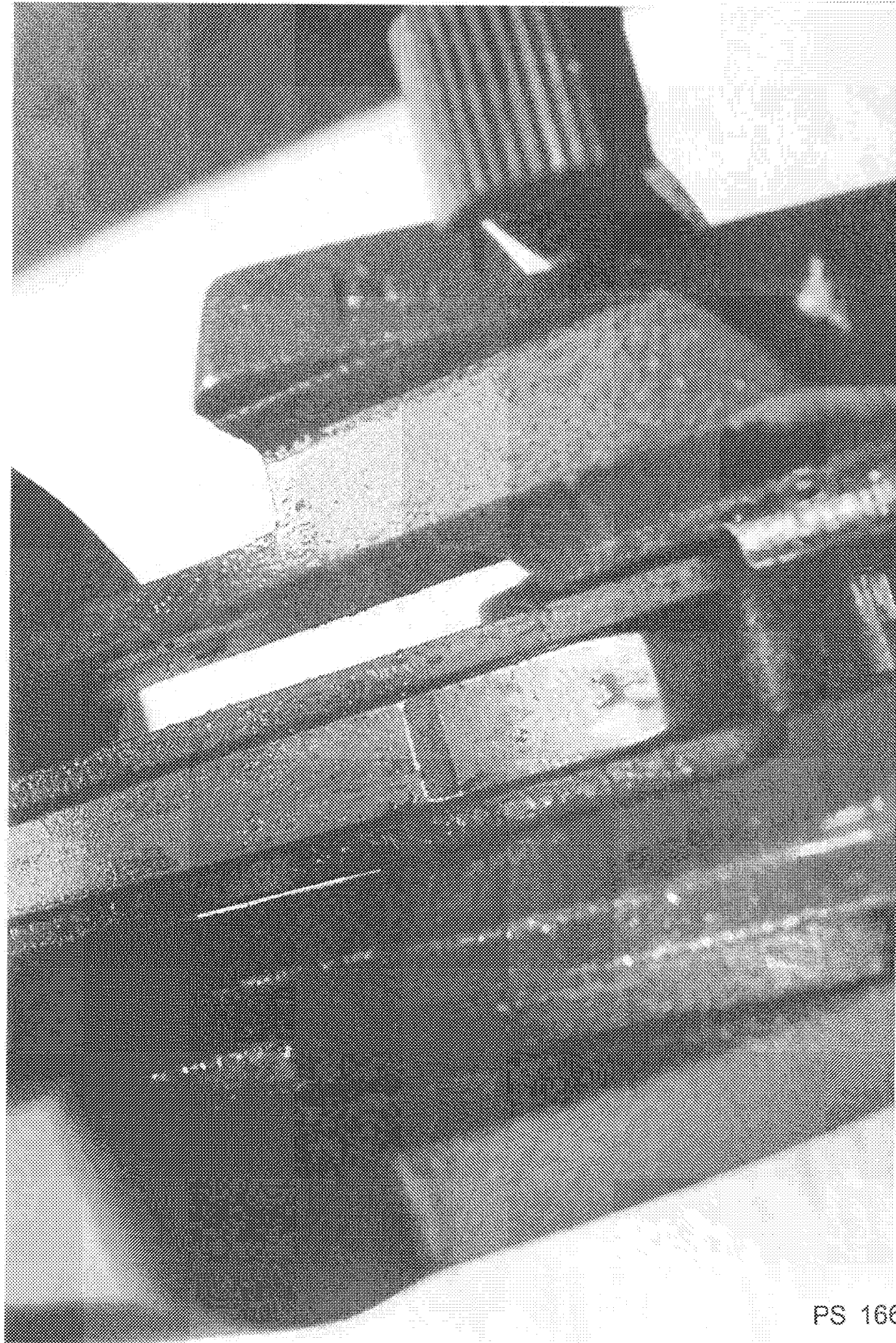
PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4KX595 NOV 18, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5869065785294
REF 1: BRIAN K. HILL/CD/CM
REF 2: 700/E6447901

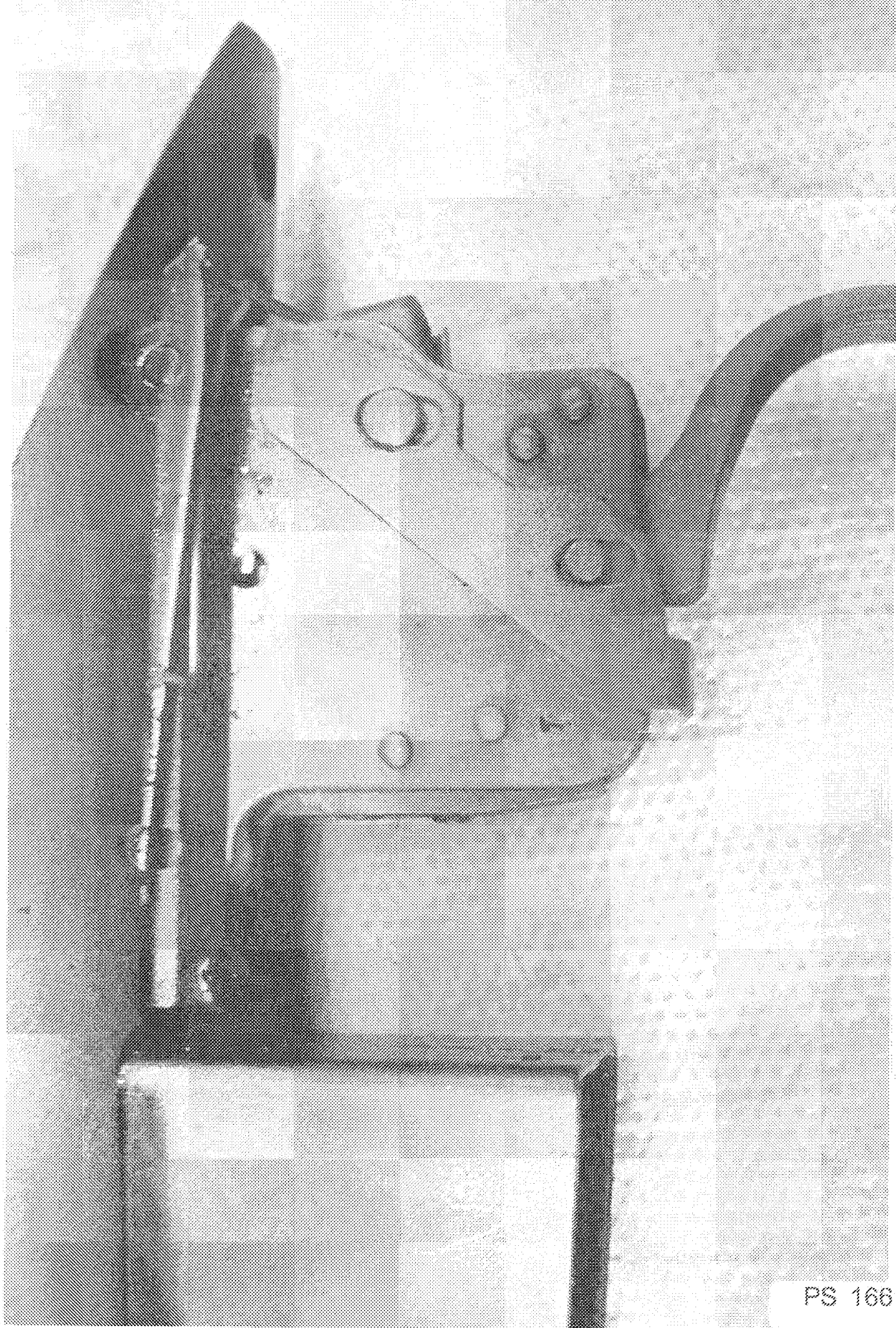
HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COO 0.00	RS 0.50
DC 0.00	DGO 0.00	SD 0.00
OH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 0.74	PUB+HANDLING	0.74



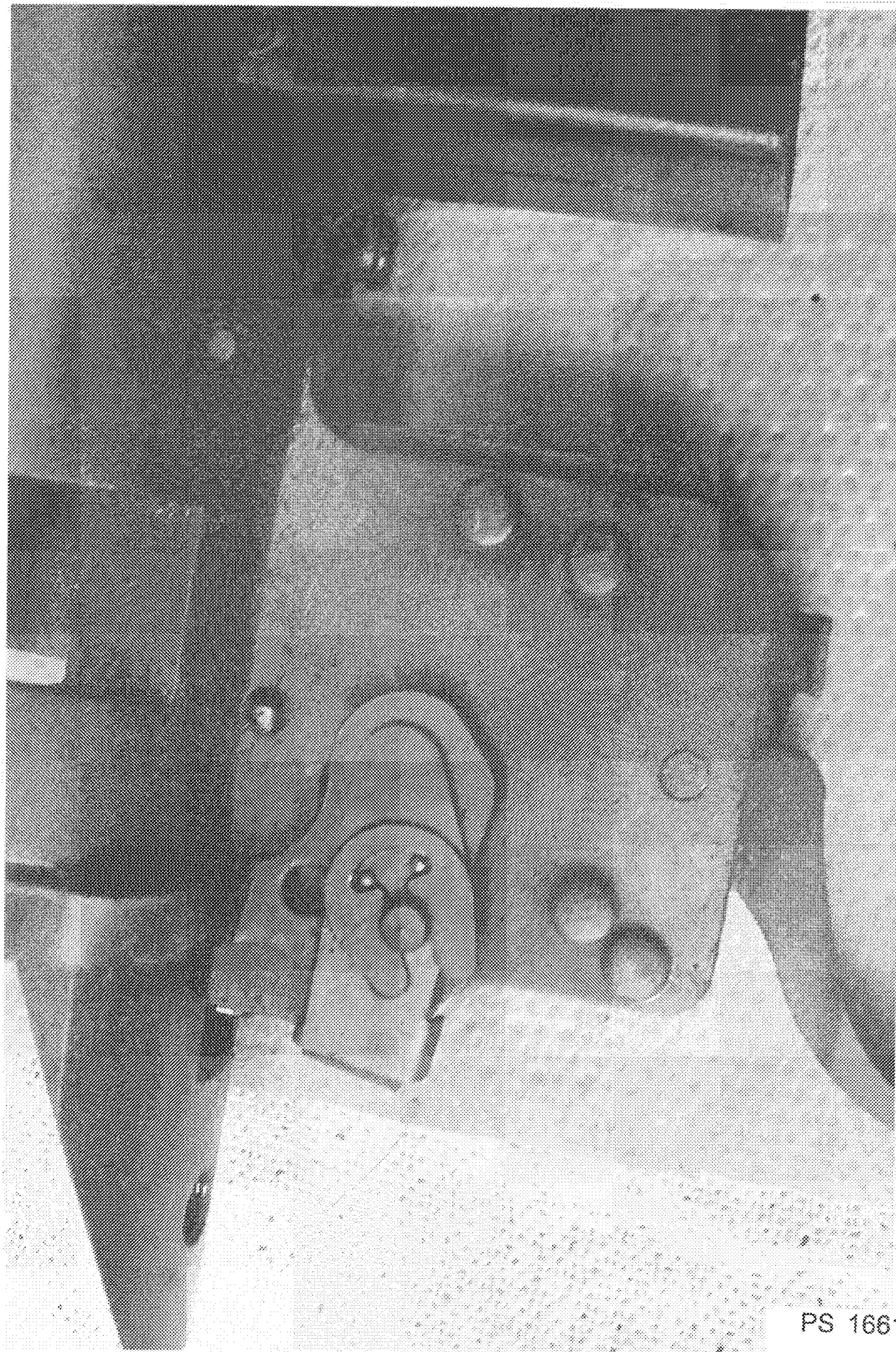
PS 16614 RR



PS 16614 SS



PS 16614 T1



PS 16614 00