

Remington Arms Co., Inc.
Product Service
Legal Case #:5401

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218227	1/10/2011	12/13/2010	1/11/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Buck	Lowery	4458 Preacher Ln.	Jay	FL	32565		H 850-336-0925 E kblowery@southernco.com

Incident Information

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

Customer sent in an email. He stated he was having problems with a Model 700 youth. He stated it fired twice while moving the safety. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	27518	G6383889	AY	4/1/2004 12:27:30 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP		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
replace TA @ 1/2
normal cost

Repair/Replacement Cost	Repair/Replacement Date

12/13/10: I will email ltr & form. I will ask media coord. to email ARS. df 1/20/11: Per Ilion - Could not duplicate concern. TA functions as designed. Can offer to replace TA, clean & test fire @ 1/2 normal cost to restore confidence in rifle - quote. I called customer & he asked me to email the quote to him. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/11/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN
	Date Code		AY
	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	ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-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 RE00218227	Description/Serial Number G6383889	Date Received - 1/10/2011
Account # - R-		Estimate Date - 1/14/2011
		Current Date - 1/20/2011
Customer BUCK LOWERY 4458 PREACHER LANE JAY, FL 32565 US		Return To BUCK LOWERY 4458 PREACHER LANE JAY, FL 32565 US
Phone (H) (850)-336-0925	Fax	
Phone (W)	Email kblowery@southernco.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	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments

ProblemNotes could not duplicate concern.trigger assm functions as designed.can offer to replace trigger plate assm, clean and test fire at 1/2 normal cost to restore confidence in the rifle.

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-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00	
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50	
Sub Total:						\$75.50	
Est. Sales Tax:						\$4.53	
Grand Total:						\$80.03	

5401
December 13, 2010

Buck Lowery
4458 Preacher Ln.
Jay, FL 32565
Ph: 850-336-0925
Email: kblowery@southernco.com

Ref: # 5401

Dear Mr. Lowery,

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

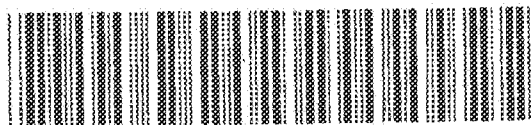
2011
AY 3/01
4.5
012
COPY
JAN 20 2011
BY: _____

enclosure

Serial Number:

G6383889

Model: 700



RE00218227

could not duplicate concern
T.A. functions as designed.
CAN offer to replace TPA,
clean + Test fire AT 1/2
normal cost to restore
confidence in rifle.

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: <u>Remington 700</u>		Serial Number: <u>G6383889</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Kenneth Buck LOWERY</u>		Date of Purchase: <u>2005 ?</u>	
Address (no PO Boxes): <u>4458 Preacher Lane</u>			
City: <u>JAY</u>	State: <u>FL</u>	Zip: <u>32563</u>	
Phone (Daytime): <u>(850) 336-0925</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>KBLOWERY@SOUTHERNCO.COM</u>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div><u>Gvn has fired when the safety was released on two two different occurrences.</u></div>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Core Loc</u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	<u>Hoppes</u>
How often do you clean the bore? (Months or Number of rounds)	<u>Every 20 Rounds</u>
How often do you clean the action? (Months or Number of rounds)	<u>Every 100 Rounds Not yet</u>
How often do you clean the trigger assembly? (Months or Number of rounds)	<u>300 Rounds Not yet.</u>
Brand of lubricant used:	<u>Hoppes</u>
How often do you lubricate the bore? (Months or Number of rounds)	<u>Every 20 Rounds.</u>
How often do you lubricate the action? (Months or Number of rounds)	<u>Every 20 Rounds.</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<u>Every 300 rounds</u>
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? <u>Never</u>	
What were the services performed? <u>N/A</u>	
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	
<input type="checkbox"/> 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.

Reference #
101130-000090

Status
Updated

Assigned To
Administrators
Dell -

Product
Firearms

SLA
Not specified

Queue
CSR

No Summary

Discussion Thread

Customer (Kenneth B. Lowery)

12/13/2010 08:41 AM

Serial number G6383889

Caliber 243 win

Buck Lowery

4458 preacher lane

Jay, IL 32565

850-336-0925

Buck Lowery

Gulf Power Company

Target Zero - Believe it! Expect it! Live it!

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law. If you are not the intended recipient or have received this message in error, the dissemination, distribution, or copying of this message is strictly prohibited. Please delete it from your computer and notify the sender by a return e-mail or calling the number above. Thank you for your assistance.

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From: Remington Information [mailto:info@remington.com]

Sent: Monday, December 06, 2010 8:21 PM

To: Lowery, Kenneth B.

Subject: No Summary [Incident: 101130-000090]

Date Created
11/30/2010 01:31 PM

Initial Response
12/06/2010 09:20 PM

Last Updated
12/13/2010 08:41 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Response (Dell -)

12/06/2010 09:20 PM

If you are in the U.S. - We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred, and what you are expecting.

Sincerely,

Dell

Customer (Kenneth B. Lowery)

11/30/2010 01:31 PM

I am having problems with a model 700 youth edition. It has fired twice with just the movement of the safety. I would like to know what parts do I need to replace to correct this problem is it a trigger issue or a safety. I just want to make sure I correct the problem, if an after market trigger will take care of it that will be a easy fix.

thanks

Buck Lowery

850-336-0925

Target Zero - Believe it! Expect it! Live it!

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Primary Contact

First Name: Kenneth B.

Last Name: Lowery

Organization:

Login: kblowery@southernco.com

Title:

Contact Type:

Email: kblowery@southernco.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

3401

Remington Emailed to customer

December 13, 2010

Buck Lowery
4458 Preacher Ln.
Jay, FL 32565
Ph: 850-336-0925
Email: kblowery@southernco.com

Ref: # 5401

Dear Mr. Lowery,

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

Copy

December 13, 2010

Buck Lowery
4458 Preacher Ln.
Jay, FL 32565
Ph: 850-336-0925
Email: kblowery@southernco.com

Ref: # 5401

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

enclosure

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
(Daytime) Phone: <input type="text"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: _____
How often do you clean the bore? (Months or Number of rounds) _____
How often do you clean the action? (Months or Number of rounds) _____
How often do you clean the trigger assembly? (Months or Number of rounds) _____
Brand of lubricant used: _____
How often do you lubricate the bore? (Months or Number of rounds) _____
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 you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____
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
<input type="checkbox"/> 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.

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:: 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.

Fulcher, Dell Marie

From: postmaster@remington.com
To: kblowery@southernco.com
Sent: Monday, December 13, 2010 9:30 AM
Subject: Relayed: Message relayed (kblowery@southernco.com)

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

kblowery@southernco.com

Subject:

Fulcher, Dell Marie

From: Lowery, Kenneth B. [KBLowery@southernco.com]
To: Fulcher, Dell Marie
Sent: Monday, December 13, 2010 10:17 AM
Subject: Read: Buck Lowery - Ref# 5401

Your message was read on Monday, December 13, 2010 10:17:07 AM (GMT-05:00) Eastern Time (US & Canada).

Fulcher, Dell Marie

From: Lowery, Kenneth B. [KBLowery@southernco.com]
Sent: Monday, December 13, 2010 10:26 AM
To: Fulcher, Dell Marie
Subject: RE: Buck Lowery - Ref# 5401

Thanks for the help. I have always depended on Remington to provide quality firearms. I have always been very satisfied with Remington products. I have not been able to re-create the malfunction with firearm. It occurred twice in a week time frame. I am just overly concerned because this is the rifle my children use. I don't necessarily expect you to find something wrong because the problem does not continue to happen over and over again. I do want to do anything I can to ensure the rifle is in proper working condition for my children.

Thanks
Sincerely

Buck Lowery

Target Zero - Believe it! Expect it! Live it!

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-----Original Message-----

From: Fulcher, Dell Marie [mailto:Dell.Fulcher@remington.com]
Sent: Monday, December 13, 2010 8:30 AM
To: Lowery, Kenneth B.
Subject: Buck Lowery - Ref# 5401
Importance: High

Please see attachment.

If you do not receive attachment, please let me know and I will mail it.

Sincerely,

Dell Fulcher | Consumer Affairs Administrator Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Phone: 336.548.8686 | Fax: 336.548.7872 Freedom Group Family of Companies:

Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets | Advanced

Armament Corp | Mountain Khakis | EOTAC | Dakota Arms | Parker Gun

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Remington.

www.remington.com

E. Smith

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

ARS LABEL REQUEST FORM

DATE:	12/13/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION: Ref # 5401 rifle		1 OF 1	

4XX596 DEC 13, 2010 ALL CURR USD
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065416530
REF 1:BUCK LOWERY/CD/DNF
REF 2:5401/RIFLE

LABEL

HANDLING CHARGE 0.00	SVC T/P USD
SINGLE-PIECE PUB RATE CHRG5:	RS 1.00
OV 0.00	SD 0.00
DC 0.00	SP 0.00
AH 0.00	PUB+HANDLING 9.95
TOT PUB CHG 9.95	

MAIL LABEL TO: Buck Lowery
4458 Preacher Ln.
Jay, FL 32565
Ph: 850-336-0925
Email: kblowery@southernco.com

Email ARS to customer

RETURN ITEM TO Remington Arms
Attn: Product Service
Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM

kblowery@southernco.com

