

Remington Arms Co., Inc.

Product Service

Legal Case #:5353

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221853	2/3/2011	12/8/2010	2/4/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Brian	McQuade	22629 Gegg Rd.	Ste. Genevieve	MO	63670		H 573-535-9271 F 573-783-6001 E bmcquade@skywayusa.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C	FBC			

12/8/10: Customer stated he was hunting 2 weeks ago and had a FBC. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6218510	KA	5/5/1980
Date Purchased	Where Purchased	Accessories	Original Owner			
	GLEN ZANDERS SPT GD BALDWIN IL		N			

CONCERN:FBC

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 under BLM program						

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	2/16/2011

12/8/10: Sending ARS, ltr, form. df 2/16/11: Per Ilion - TA dirty & set screws altered. Trigger will not return properly. Replace TA, clean & test fire under BLM program - quote. Emailed quote to customer for review & approval. df 2/24/11: Spoke to customer & he said his wife would call w/payment on 2/25. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/4/2011
	Product Type		RF
	Action Type		A

	Assigned To	T.NAGLE	
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 270 WIN
	Date Code		KA
	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	BEDDED,HAD TO USE A STOCK FULLER TO REMOVE STOCK
	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---	.008
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Parts/Repairs
Fax

800-243-9700
336-548-7801

Madison, NC 27025-0700
www.remington.com info@remington.com

REPORT

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 RE00221853 Account # - R-	Description/Serial Number B6218510	Date Received - 2/3/2011 Estimate Date - 2/4/2011 Current Date - 2/16/2011
Customer BRIAN MCOUADE 22629 GREGG RD SAINTE GENEVIEVE, MO 63670 US		Return To BRIAN MCOUADE 22629 GREGG RD SAINTE GENEVIEVE, MO 63670 US
Phone (H) (573)-535-9271 Phone (W)		Fax (573)-783-6001 Email bmcquade@skvwayusa.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		Problems Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments	
Problem/Notes	trigger assm dirty and set screws altered.trigger will not return properly.replace trigger plate assm, 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-SHIPING & 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: bmcquade@skywayusa.net
Sent: Wednesday, February 16, 2011 10:01 AM
Subject: Relayed: Message relayed (bmcquade@skywayusa.net)

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

bmcquade@skywayusa.net

Subject:

Remington.

22"
KAS/80
2#
1008

5353

December 9, 2010

Brian McQuade
22629 Gegg Rd.
Ste. Geneieve, MO 63670
Ph:

Ref: # 5353

Dear Mr. McQuade,

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
FEB 08 2011

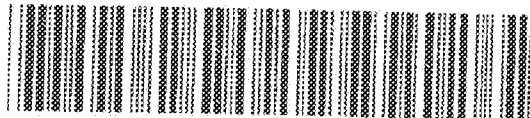
BY:.....

enclosure

Serial Number:

B6218510

Model: 700



RE00221853

T.A. dirty + setscrews altered
Trig. will not return properly.
replace TPA, clean + test fire
under BCP for \$ 20.00 ship

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>700</u>		Serial Number: <u>B6218510</u>	
Are you the original owner? ☐ YES ☒ NO			
Name: <u>Brian McQuade</u>		Date of Purchase: <u></u>	
Address (no PO Boxes): <u>22629 Gegg Rd</u>			
City: <u>Ste. Genevieve</u>		State: <u>MO</u>	Zip: <u>63670</u>
Phone (Daytime): <u>573-535-9271</u>		Fax: <u>573-783-6001</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>bmcquade@skywayusa.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>May 2002 gun fired when opening bolt</u> <u>Nov 11, 2010 gun fired when opening bolt</u> <u>Nov 13, 2010 gun fired when closing bolt</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Winchester</u>		Type: <u>Super X</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>130 grain soft point</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:	<i>Hopes</i>
How often do you clean the bore? (Months or Number of rounds)	<i>once a year 20 rds</i>
How often do you clean the action? (Months or Number of rounds)	<i>once a year</i>
How often do you clean the trigger assembly? (Months or Number of rounds)	<i>sprayed out once a year</i>
Brand of lubricant used:	<i>Rem oil</i>
How often do you lubricate the bore? (Months or Number of rounds)	<i>once a year 20 rds.</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>have never</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>have never, besides spraying Rem oil inside</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	> ☐ YES ☒ NO <i>but I will</i>
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	<i>never</i>
What were the services performed?	<i>I repair mag. door catch spring</i>
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:	12/9/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5353 rifle			

LABEL INFORMATION

MAIL LABEL TO: Brian McQuade 22629 Gegg Rd. Ste. Gensieve, MO 63670
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 DEC 9, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065073651
REF 1: BRIAN MCQUADE/CD/DMF
REF 2: 5353/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
RH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 8.74 PUB+HANDLING 8.74

