

Remington Arms Co., Inc.
Product Service
Legal Case #:5748

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
223768	2/18/2011	1/24/2011	2/21/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Mills	5680 Camp Creek Rd	East Lynn	WV	25512		H 304-849-5701

Incident Information

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

1/24/11 Per call from Mills, when getting rifle ready for deer season this past year it fired when the safety was released.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	25803	E6223810	BQ	1/18/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN		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, offer to replace TPA, clean and test fire at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

1/24/11 Mailing box (1180601) and ARS.cm 2/28/11 Per Ilion, could not duplicate concern. Trigger assm dirty and sticky. Can offer to replace TPA, clean and test fire at 1/2 normal cost. Remove broken scope mount screw.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/21/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		BQ
	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	STICKS
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	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY
	Pull	--Select--	4#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

24"
B9/96
y#
1011

5748

January 24, 2011

David Mills
5680 Camp Creek Rd
East Lynn, WV 25512

Subject: Case 5748, Model 700

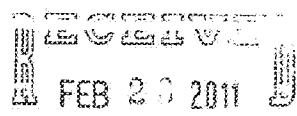
Dear Mr. Mills,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. 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. Please mark the ends of the box with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com



BY:.....

Serial Number:

E6223810

Model: 700



RE00223768

could not duplicate concern.
T.A. dirty & sticky. Can offer
to replace TPA, clean + rest
fire at 1/2 normal cost. remove
broken scope mount screw.

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number:	700	Serial Number:	E6223810
Are you the original owner? ☒ YES ☐ NO			
Name:	David Mills	Date of Purchase:	UN KNOWN
Address (no PO Boxes): 5680 Camp Creek Rd			
City:	EAST LYNN	State:	W. VA
		Zip:	25572
Phone (Daytime):	304-849-5701	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address:			
☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
When gun is Loaded, Pushing SAFETY To Fire gun will Discharge NOV-15-2010 NOTE: There is A Screw broke OFF in Scope mount Area. Check To see if it can be Fixed THANKYOU DAVE MILLS			
Ammunition Information:			
Manufacturer:	Rem. Core Lock	Type:	S.P. 180 grain
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Rebader Used:	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/24/2011	REQUESTED BY:	chrissy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☒ PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		XX	
DESCRIPTION:		I WILL MAIL	
Model 700			

LABEL INFORMATION

MAIL LABEL TO:	David Mills 5680 Camp Creek Rd East Lynn, WV 25512
RETURN ITEM TO:	Rem Prod Service

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

4XX596 JAN 25, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969065842329
REF 1:DAVID MILLS/CD/CR
REF 2:MODEL 700

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHGS: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGO 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 0.00 PUB+HANDLING 0.00

ESTIMATION

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 RE00223768 Account # - R-	Description/Serial Number E6223810	Date Received - 2/19/2011 Estimate Date - 2/21/2011 Current Date - 2/21/2011
Customer DAVID MILLS 5680 CAMP CREEK RD EAST LYNN, WV 25512 US	Return To DAVID MILLS 5680 CAMP CREEK RD EAST LYNN, WV 25512 US	
Phone (H) (304)-849-5701 Phone (W)	Fax Email	

Please Circle One
VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
PO Number _____
Daytime Phone (304) 849-5701 Time To Call 8:00 - 5:00 Open Acct. R
Approval: Customer Signature *David Mills* 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 could not duplicate concern trigger assm dirty and sticky. can offer to replace trigger plate assm. clean and test fire at 1/2 normal cost. remove broken scope screw from receiver for labor charge only.

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	N	\$17.00	0%	\$17.00
4000116	GR-LABOR	1	N	\$75.00	50%	\$37.50
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
Sub Total:						\$113.00
Est. Sales Tax:						\$6.78
Grand Total:						\$119.78

Received: _____
Sent: _____
Copy: _____
Date: _____
Time: _____



