

Remington Arms Co., Inc.
Product Service
Legal Case #:5541

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215393	12/18/2010	1/5/2011	1/5/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Manuel	Gonzalez						W 813-681-9544
Reporter	Patriot Arms, Inc	Kenneth Brewer	Patriot Arms, I	221 E Brandon Blvd	Brandon	FL	33511		W 813-651-2767

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fires prematurely	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

1/17/11 Per letter with rifle, the rifle fires prematurely sometimes when working the bolt and or the safety. He also has problems with loading. He has to put pressure on the bottom of the magazine for it to load.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/280 REM	25857	D6618830	KZ	5/4/2005 7:06:22 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC	MUZ BRAKE,TWO PIECE BASE,SCOPE RINGS	U			

CONCERN:FBC,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, replace TPA, clean, test fire at 1/2 normal charges						

Repair/Replacement Cost Repair/Replacement Date

1/17/11 Per Ilion, could not duplicate concern. Trigger assm dirty and sticky, set screws altered. Replace TPA, clean, test fire at 1/2 normal charges. Called dealer, they are closed on Mon and their mailbox was full, could not leave voice message. Will try again tomorrow.cm
2/11/11: I spoke to Kim @ store. She asked me to fax quote to her & she will hand it to Jeff when he comes in & ask him to call us. df 2/11/11
Per owner, he approved repairs but needs them to check the feeding from the magazine. He has to put pressure on the bottom of the clip for it to feed properly. He was at Patriot Arms when I spoke with him and the dealer is mailing in a check.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/5/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	

Barrel	Description		18.5" 280 REM MUZ BRAKE
	Date Code		KZ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	SLUGGISH
	Condition	Slightly Worn; Functioning	
	Out Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	BBL CUT OFF FOR MB
	Stock Condition	Slightly Worn; Functioning	SCRATCHES,MARS
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/70 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	SLUGGISH
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components:	Description		MUZ BRAKE,TWO PIECE BASE,SCOPE RINGS



FACSIMILE TRANSMITTAL SHEET

To: Kim -- for Jeff Date: 2/11/11
Company: Patriot Arms From: Christy Mitchell/Dell Fulcher
Fax No.: 813-651-2730 Fax No.: 336-548-7872
Phone No.: 813-651-2767 Phone No.: 1-800-243-9700
Press 0 and ask for ext 2129

Number of pages including Cover Sheet: 2

COMMENTS:

Quote for repair. Please contact us as soon as possible

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.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700
Phone 336-548-8700 • www.remington.com

TRANSMISSION VERIFICATION REPORT

TIME : 02/11/2011 11:18
NAME :
FAX : 3365487823
TEL :
SER. # : BROCOJ148005

DATE, TIME
FAX NO./NAME
DURATION
PAGE(S)
RESULT
MODE

02/11 11:17
18136512730
00:00:39
02
OK
STANDARD
ECM

Remington.

FACSIMILE TRANSMITTAL SHEET

To: Kim -- for Jeff Date: 2/11/11

Company: Patriot Arms From: Christy Mitchell/Dell Fulcher

Fax No.: 813-651-2730 Fax No.: 336-548-7872

Phone No.: 813-651-2767 Phone No.: 1-800-243-9700

Press 0 and ask for ext 2129

Number of pages including Cover Sheet: 2

COMMENTS:

Quote for repair. Please contact us as soon as possible

Quotation

REMINGTON ARMS SERVICE

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.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 (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number	Serial Number / Description	Date Received:	12/18/2010
RE00215393	D6618830	Estimate Date:	01/07/2011
	Model 700 Center Fire Caliber: 280 REM	Date Printed:	02/11/2011

Customer:	Return To:
PATRIOT ARMS INC.	PATRIOT ARMS INC.
221 E BRANDON BLVD	221 E BRANDON BLVD
BRANDON, FL 33511 US	BRANDON, FL 33511 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp. Date _____

Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____

Daytime Phone: (_____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Reported	Problems Found
M100 - SEE CUSTOMERS LETTER	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	

Technician Comments:
 recoil pad is breaking down and turning gummy. Could not duplicate concern, trigger assem dirty and sticky, set screws altered. Replace trigger assembly, clean, repair as needed and test fire at 1/2 normal cost.

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)									
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount	
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Billable	1	94.00	50	47.00	
F306499	Part	RECOIL PAD - M700 CDL Super Cell	1	Warranty	1	.00	0	.00	
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	50	8.50	
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50	
4000294	Service	GR-CHECK TPA	1	Warranty	1	.00	0	.00	

Sub Total: 67.00

Est Sales Tax: 4.02

Total = 71.02

QUOTATIONParts/Repairs
Fax800-243-9700
336-548-7801**Remington Arms Company, Inc.**870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700www.remington.com info@remington.com**ESTIMATING
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 RE00215393 Account # - R-	Description/Serial Number D6618830	Date Received - Estimate Date - Current Date -	12/18/2010 1/7/2011 1/19/2011
<u>Customer</u> PATRIOT ARMS INC. 221 E BRANDON BLVD BRANDON, FL 33511 US		<u>Return To</u> PATRIOT ARMS INC. 221 E BRANDON BLVD BRANDON, FL 33511 US	
Phone (H) (813)-651-2767 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	
M100	SEE CUSTOMERS LETTER	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Technician's Comments	
ProblemNotes	recoil pad is breaking down and turning gummy. Could not duplicate concern, trigger assem dirty and sticky, set screws altered. Replace trigger assembly, clean, repair as needed and test fire at 1/2 normal cost.

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	
F306499	RECOIL PAD - M700 CDL Super Cell	1	Y	\$19.00	0%	\$0.00	
Service							
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	50%	\$8.50	
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50	
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00	
Sub Total:						\$67.00	
Est. Sales Tax:						\$4.02	
Grand Total:						\$71.02	

Remington.

FACSIMILE TRANSMITTAL SHEET

To: Jeff Date: 1/19/11
Company: Patriot Arms, Inc From: Christy Mitchell
Fax No.: 813-651-2730 Fax No.: _____
Phone No.: _____ Phone No.: 800-243-9700

Number of pages including Cover Sheet: _____

COMMENTS:

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.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700
Phone 336-545-8700 • www.remington.com

TRANSMISSION VERIFICATION REPORT

TIME : 01/19/2011 15:36
 NAME :
 FAX : 3355487823
 TEL :
 SER.# : BROCOJ148005

DATE, TIME
 FAX NO./NAME
 DURATION
 PAGE(S)
 RESULT
 MODE

01/19 15:36
 18136512730
 00:00:50
 02
 OK
 STANDARD
 ECM

Remington.

FACSIMILE TRANSMITTAL SHEET

To: Jeff Date: 1/19/11
 Company: Patriot Arms, Inc From: Christy Mitchell
 Fax No.: 813-651-2730 Fax No.: _____
 Phone No.: _____ Phone No.: 800-243-9700

Number of pages including Cover Sheet: _____

COMMENTS:

FROM:
KENNETH BREWER
(813) 851-2767
PATRIOT ARMS, INC.
221 E BRANDON BLVD
BRANDON FL 33511-5260

5541

T-Fri 106

12/3/10

18.5mb

R25/0

24
015

To Whom it May Concern,

I bought this Model 700 in .280 cal.
3 yrs ago. I own 3 other Model 700's.
I've always been happy with your rifles, but this
one has problems. The Detachable Magazine does not line
up with the action and will not load the 2nd round
when you work the bolt most times. you have to put
pressure with your hand under the magazine for it
to load! The other problem and more serious is
that it fires prematurely sometimes working the
bolt and on the safety. I love this caliber for
deer hunting, but have not used the Rifle the past
2 yrs because I don't trust it.

Please look in to these problems and call me
if you like at (813) 481-9544 3^{PM} to 5^{PM} eastern time.
at the end of the day I would like to have a
3 to 3 1/2 pound crisp trigger pull. This rifle shoots
sub MOA and is perfect for stand hunting.

Thank you,
Manuel Gonzalez

Could not duplicate concern.

T.A. dirty & sticky, set screws

ALTERED. Replaced TPA clean

RECEIVED JAN 06 2011 AS NEEDED felt fine AT

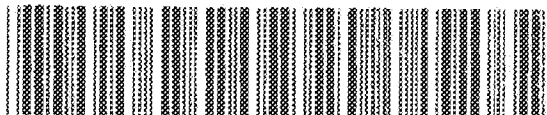
normal cost.

Quote

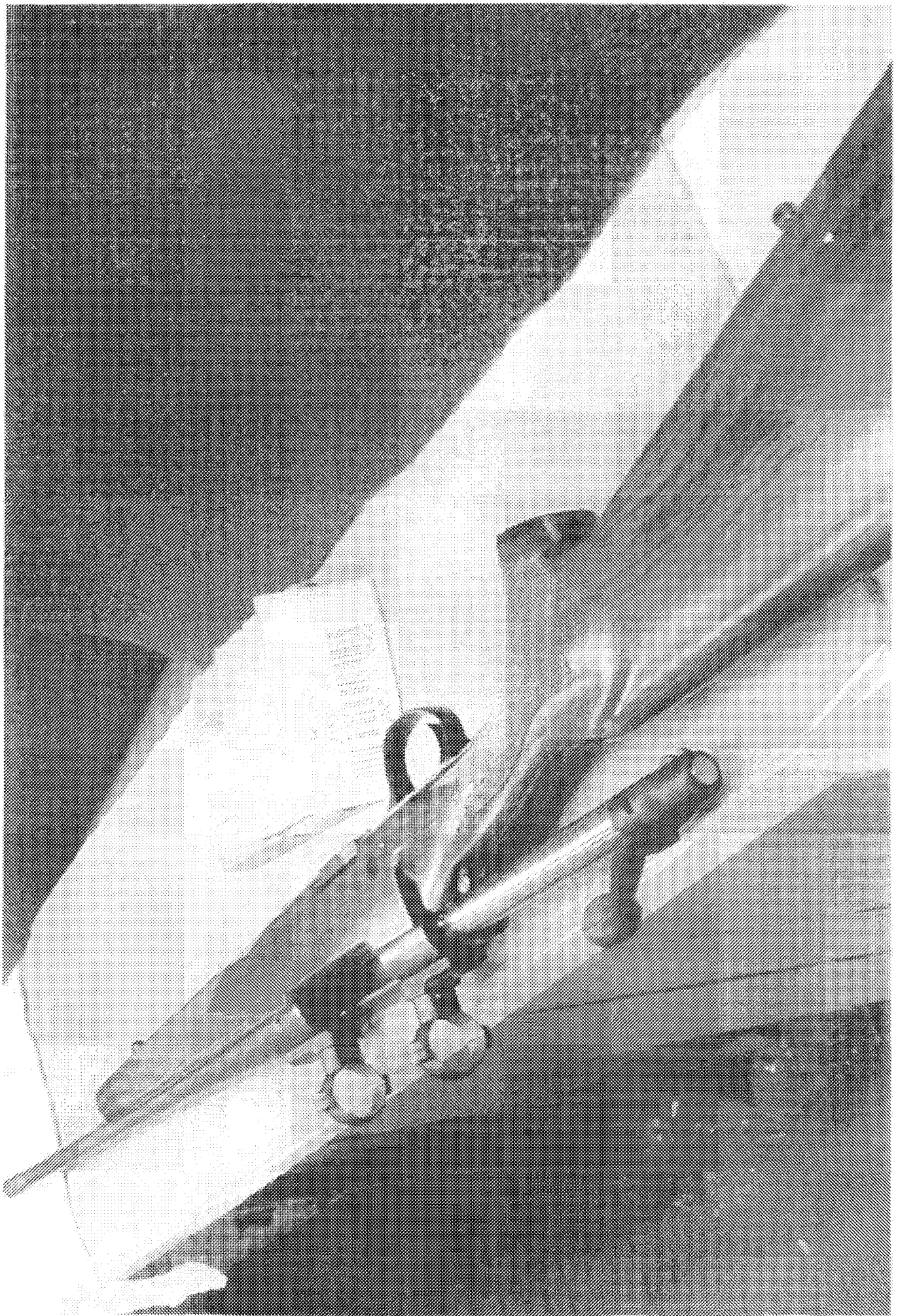
BY:

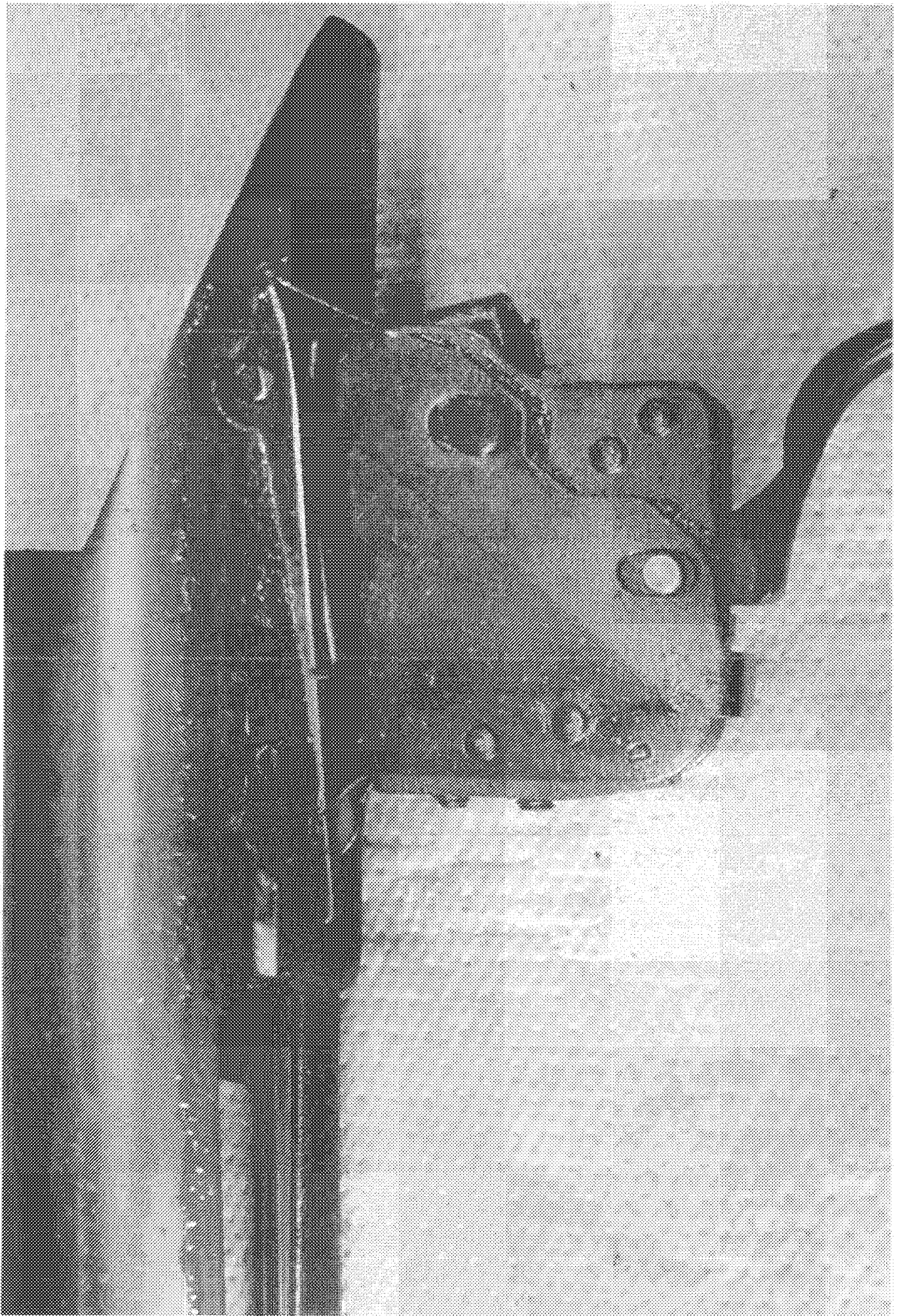
D6618830

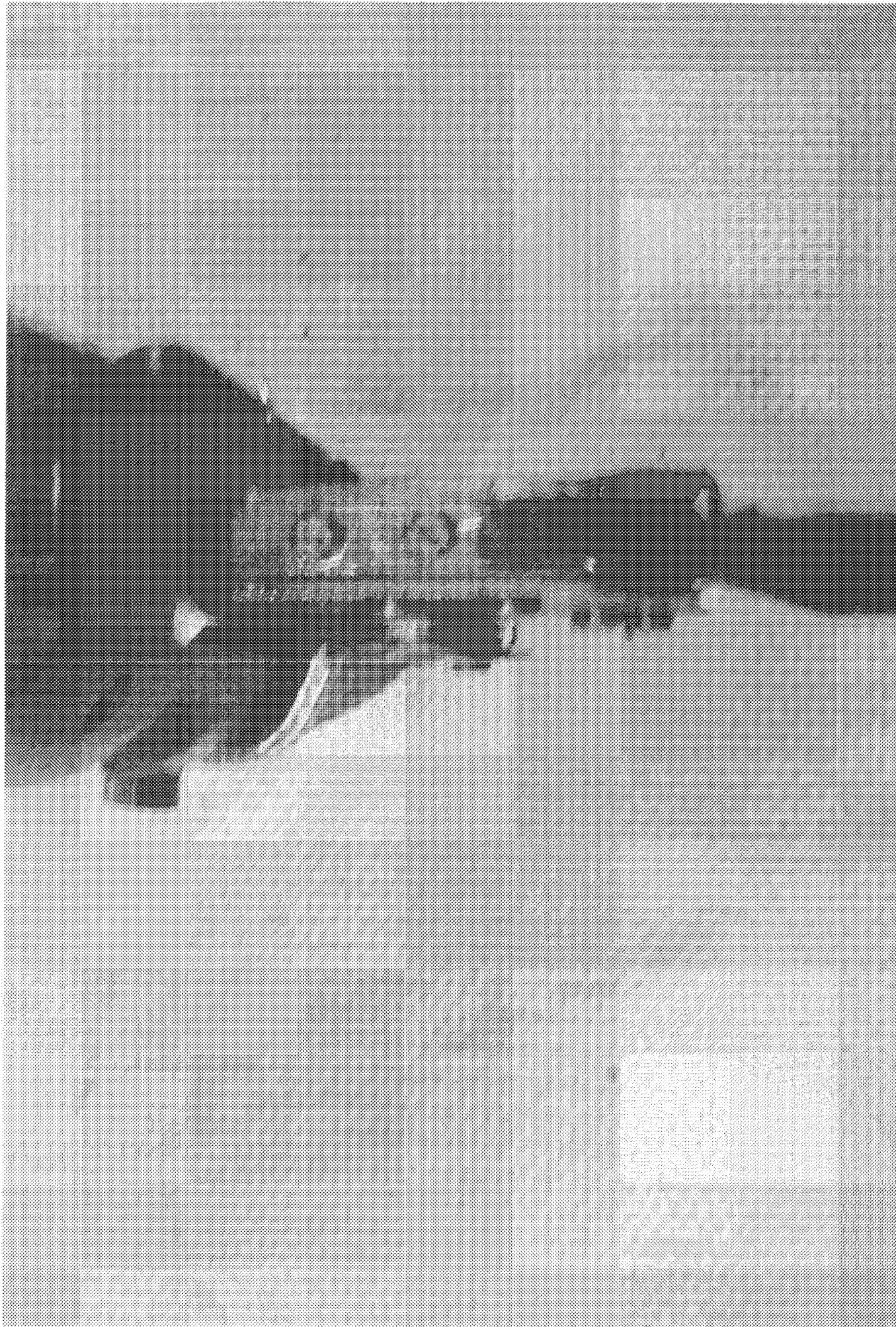
Model: 700



RE00215393







Remington Arms Co., Inc.
Product Service
Legal Case #:5909

Case Information

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

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Ed	Gray	100 Lillian Dr.	Sitka	AK	99835		H 907-738-2672

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C	FBC			

2/21/11: Customer called in & stated that his wife was shooting the rifle on 2/18/11 and as the rifle was on the shooting bench she experienced a FBC. No damage, No injury. He stated the rifle was purchased used. He stated he heard we were having issues with the M/700 & may not want this one back. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 REM	85362	G6652686		4/2/2007 6:09:36 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CABELA S INC/WAREHOUSE		N			

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
	Repair/Replacement Cost	Repair/Replacement Date				

2/21/11: Sending letter & form. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
------	----------	------	---------