

Remington Arms Co., Inc.
Product Service
Legal Case #:5023

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
217355	1/4/2011	11/9/2010	1/6/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Greg	Jackson	2300 Red Sulphur Rd.	Counce	TN	38326		H 731-926-5583 E gregjackson89@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1023 Delayed Firing - Firearms			
C	Delayed firing			

11/9/10: Customer called in. He stated that he keeps having a delaying firing issue with his rifle. No damage - No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/270 WIN	27476	E6274272	KQ	5/30/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART WAREHOUSE #3R		Y			

CONCERN:DELAYED FIRING

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV

Per Ilion - Quote to repair

Repair/Replacement Cost Repair/Replacement Date

11/9/10: Sending ARS, ltr, form. df 1/18/11: Per Ilion - Could not duplicate concern. TA dirty & sticky. Replace TA, clean & test fire @ 1/2 normal cost - quote. Emailed quote to customer. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B TRAVIS
	Exam Date		1/6/2011
	Product Type		RF
	Action Type		A
	Assigned To		J NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		KQ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn, Functioning	
	Firing Pin	Slightly Worn, Functioning	

Bolt	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	ACTION DIRTY (SAND & FEATHERS)
	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	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, STICKY
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

5023
November 9, 2010

Greg Jackson
2000 Red Sulphur Rd.
Counce, TN 38326
Ph: 731-926-5583

Ref: # 5023

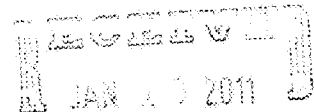
Dear Mr. Jackson,

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



enclosure

BY.....

GUN is delay Fixing
could not duplicate concern.
T.A. dirty + sticky. Replace
TPA, clean + TEST fire
at 1/2 normal cost.
Quote
Greg JACKSON

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>EG274272</u>	
Are you the original owner?: ☒ YES ☐ NO			
Name: <u>GREG JACKSON</u>		Date of Purchase: <u>NOT SURE</u>	
Address (no PO Boxes): <u>2000 Red Sulphur Rd.</u>			
City: <u>COUNOE</u>		State: <u>TN</u>	Zip: <u>38326</u>
Phone (Daytime): <u>731-926-5583</u>		Fax: <u>X</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>g129jackson89@yahoo</u>			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Gun is delay firing up to 30 seconds at times.</u> <u>Please Fix</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u>X</u>			
Handload Information:			
Powder Used: <u>X</u>		Powder Weight: <u>X</u>	
Case/Hull Used: <u>X</u>		Primer Used: <u>X</u>	
Bullet Type/Shot Size: <u>X</u>		Reloader Used: <u>X</u>	
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? > ☐ YES ☐ 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 Illion, 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:	11/9/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5023 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Greg Jackson 2000 Red Sulphur Rd. Counce, TN 38326 Ph: 731-926-5583
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

AXX596 NOV 9, 2010 ALL CORR USD 1 OF 1
SVC GNDCHG ACT WT 10 0 LBS
TRACKING# 124X7596506729600
REF 1: GREG JACKSON/CD/DPF
REF 2: 5023/RIFLE

HANDLING CHARGE 0 00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRSL			
DV 0 00	EOB 0 00	ES 0 00	
DC 0 00	DGD 0 00	SD 0 00	
RI 0 00	PR 0 00	SP 0 00	
TGT KID CHG 0 75		PUB-HANDLING 0 75	

QUOTATIONParts/Repairs
Fax800-243-9700
336-548-7801**Remington Arms Company, Inc.**870 Remington Dr. P.O. Box 709
Madison, NC 27025-0709

www.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 RE00217355 Account # - R-	Description/Serial Number E6274272	Date Received - 1/4/2011 Estimate Date - 1/6/2011 Current Date - 1/18/2011
Customer GREG JACKSON 2000 RED SULPHUR RD. COUNCE, TN 38326 US		Return To GREG JACKSON 2000 RED SULPHUR RD. COUNCE, TN 38326 US
Phone (H) (731)-926-5583 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

Reported		Problems Found	
M100	SEE CUSTOMERS LETTER	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Technician's Comments	
Problem/Notes	could not duplicate concern.trigger assm dirty and sticky.replace trigger plate assm, clean 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	
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	

