

Remington Arms Co., Inc.
Product Service
Legal Case #:5661

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
221745	2/2/2011	1/14/2011	2/3/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dr. George M	Ricketson	5014 Barranca Lora	Pensacola	FL	32514		C 850-449-1123

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired on bolt closing Concern:1008 Fired on Bolt Closing			
C				

1/14/11 Per call from Ricketson, he bought his 700 BDL 30-06 in the late 60's and has never had a problem with it. His son and brother both have borrowed it and said that it has fired when they closed the bolt. He would like us to inspect it and remove the bolt lock. He said he would put a note in their approving any repairs on

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPR	n/a	6789620	EY	10/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
		TWO PIECE BASE	Y			

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 lion, replace TPA, clean, test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				

1/14/11 Mailing ARS.cm 2/10/11 Per lion, could not duplicate concern. Trig assm is rusty at trigger and trigger pin and safety parts. Replace TPA, clean, test fire under BLSM program price of \$20 + shipping.cm *2/11/11 Mailed approval*

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/3/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		EY
	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	WORKS HARD
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	---Select---	.007
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	RUSTY AT TRIG & PIN AROUND SAFETY PARTS
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

22"
E-110/
92
.007

5661

January 14, 2011

Dr. George M. Ricketson
5014 Barranca Lora
Pensacola, FL 32514

Subject: #5661, Model 700

Dear Mr. Ricketson,

Thank you for your patience. Following 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 boxes 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

20.40
27. —
15. —
42.40
RECEIVED
FEB 04 2011
BY:

could not duplicate concern.
T.A. is rusty at trigger pin +
safety pins. replace TPA, clean
+ test fire under BLP for
B 20.00 + ship

Quote

Serial Number:

6789620

Model: 700



RE00221745

3001

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

Model Number:	MODEL 700 #5661	Serial Number:	6789620
Are you the original owner? ☒ YES ☐ NO			
Name: GEORGE M. RICKETSON MD		Date of Purchase: 2 1971	
Address (no PO Boxes): 5014 BARRANCA LORA			
City:	PENSACOLA	State:	FLORIDA Zip: 32514
Phone (Daytime):	850-449-1123	Fax:	850-477-5146
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) PRICKETSON@BOX.NET			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: SEVERAL YRS AGO WHILE UNLOADING AFTER HUNTING RIFLE FIRED WITH OUT TOUCHING TRIGGER, THIS HAPPENED ON TWO OCCASSIONS, RIFLE HAS NOT BEEN USED IN SEVERAL YEARS, ALSO HAVE 700 BDL .248 PURCHASED IN 1977 IT HAS NEVER DONE THIS. SHOULD IT BE INSPECTED?			
500 characters left			
Ammunition Information:			
Manufacturer: REM		Type: CARE-HOOT	
Other (i.e. bullet weight/type, shot size, powder):		170gr	
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/19/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE: MEDIA COORDINATOR TO MAIL	☒ I WILL MAIL		
DESCRIPTION: 887			

LABEL INFORMATION

MAIL LABEL TO:	Dr George Ricketson 5014 Barranca Lora Pensacola, FL 32514
RETURN ITEM TO:	Rem Prod Serv

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

4XX598 JAN 20, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5989087486602
REF 1:DR GEORGE RICKETSON/CD/CM
REF 2:887

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COO 0.00 SVC T/P USD
DC 0.00 DCO 0.00 AS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 10.00 PUB+HANDLING 10.00

QUOTATION

Parts/Repairs
Fax

800-243-9700
336-548-7801

Remington Arms Company, Inc.

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

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 RE00221745 Account # - R-	Description/Serial Number 6789620	Date Received - 2/2/2011 Estimate Date - 2/3/2011 Current Date - 2/3/2011
Customer GEORGE RICKETSON 5014 BARRANCA LORA PENSACOLA, FL 32514 US	Return To GEORGE RICKETSON 5014 BARRANCA LORA PENSACOLA, FL 32514 US	
Phone (H) (850)-449-1123 Phone (W)	Fax Email PRICKETSON@COX.NET	

Please Circle One
VISA MC AMEX DISCOVER Card No. REDACTED Exp. Date 11/14
PO Number 4024
Daytime Phone (850) 449-1123 Time To Call 9 AM-11 PM Open Acct. R
Approval: Customer Signature G. A. Ricketson Date 2-11-11
☐ 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

ProblemNotes could not duplicate concern.trigger assm is rusty at trigger,trigger pin and safety parts. 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:						\$2.22
Grand Total:						\$39.22







