

Remington Arms Co., Inc.
Product Service
Legal Case #:5806

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Prx Lit	Lit	Obsolete
221522	2/1/2011	2/2/2011	2/2/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dennis	Ryan	304 Spartan Dr.	McKees Rocks	PA	15136		H 412-655-6765 E dennis.ryan@us.transport.bombardier.com

Incident Information

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

Customer sent gun in with our repair form. He stated that his son was using the rifle on 11/29/10 and had a FSR while trying to unload the rifle. No damage, No injury. He wants the bolt lock modification. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6276488	A1	3/12/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
10/19/1978	JOHNS SPTG GDS CANTON OH	SCOPE BASE,BOTTOM HALF RINGS	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 - Quote to repair under BLM program						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.40	2/17/2011				

Per Ilion - Could not duplicate concern. TA dirty & rusty. Set screws altered. Replace TA, clean & test fire under BLM program - quote. df
2/17/11: Quote not apprvd yet. Emailed quote to customer for review, apprv. & payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B TRAVIS
	Exam Date		2/2/2011
	Product Type		RF
	Action Type		A
	Assigned To		TNAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		A1
	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	
	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	Guaged	False	
	Description		M/700 BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	---Select---	0.009
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, RUSTY
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE, BOTTOM HALF RINGS

QUOTATION**Remington Arms Company, Inc.**

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

www.remington.com info@remington.com**ESTIMATING****REPORT**

Parts/Repairs

800-243-9700

Fax

336-348-7801

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 RE00221522	Description/Serial Number A6276488	Date Received - 2/1/2011
Account # - R-		Estimate Date - 2/2/2011
		Current Date - 2/17/2011
Customer DENNIS RYAN 304 SPARTAN DR. MCKEES ROCKS, PA 15136 US		Return To DENNIS RYAN 304 SPARTAN DR. MCKEES ROCKS, PA 15136 US
Phone (H) (412)-655-6765	Fax	
Phone (W)	Email	DENNIS.RYAN@US.TRANSPORT.BOMBA

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

ProblemNotes could not duplicate concern.trigger assm dirty and rusty.set screws altered.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 ASSE 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

Fulcher, Dell Marie

From: postmaster@remington.com
To: dennis.ryan@us.transport.bombardier.com
Sent: Thursday, February 17, 2011 9:04 AM
Subject: Relayed: Message relayed (dennis.ryan@us.transport.bombardier.com)

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

dennis.ryan@us.transport.bombardier.com

Subject:

Remington

Factory Repair Instructions

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

Model Number: 700	Serial Number: A6276488
Are you the original owner? ☒ YES ☐ NO	
Name: DENNIS J. RYAN	Date of Purchase: 10-19-78
Address (no PO Boxes): 304 SPARTAN DRIVE	
City: McKEES ROCKS	State: PA Zip: 15136
Phone (Daytime): 412-655-6765	Fax:
E-mail Address: dennis.ryan@us.transport.bombardier.com	
☒ I would like to receive future e-mail updates from Remington.	
Please describe your problem: THE GUN WAS FULLY LOADED, ONE BULLET IN THE CHAMBER AND THREE IN THE MAGAZINE. ON 11-29-10 MY 26 YEAR OLD SON WAS ATTEMPTING TO UNLOAD THE GUN AND WHEN HE PLACED THE SAFETY IN THE "OFF" POSITION, IN ORDER TO OPEN THE BOLT TO REMOVE THE BULLET IN THE CHAMBER, THE GUN DISCHARGED. HE DID NOT HAVE HIS FINGER ON THE TRIGGER. - FORTUNATELY, IT WAS AIMED AT THE GROUND AND NO ONE WAS INJURED. I SPOKE TO ANN AT REMINGTON CONSUMER SERVICES ON 12-30-10. SHE SAID TO RETURN THE GUN TO REMINGTON FOR A SAFETY UPGRADE MODIFICATION. ANN ASSURED ME THAT THE TOTAL COST TO ME WOULD BE \$37.00 + TAX, THIS INCLUDES THE MODIFICATION AND SHIPPING.	
Ammunition Information:	
Manufacturer: REMINGTON	Type: EXPRESS CORE-LOKT 30-06 SPRINGFIELD 180GR
Other (i.e. bullet weight/type, shot size, powder):	
Handload Information:	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:
BY: _____	
Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used: HOPPE'S POWDER SOLVENT	
How often do you clean the bore? (Months or Number of rounds) AFTER EVERY TIME GUN IS FIRED, WHICH IS SELDOM.	
How often do you clean the action? (Months or Number of rounds) AFTER EVERY TIME GUN IS FIRED.	
How often do you clean the trigger assembly? (Months or Number of rounds) I HAVE NEVER CLEANED THE TRIGGER ASSEMBLY	
Brand of lubricant used: HOPPE'S LUBRICATING OIL.	

22"
AI 3/76
3rd
.009

How often do you lubricate the bore? (Months or Number of rounds) *AFTER EVERY TIME THE GUN IS FIRED, WHICH IS SELDOM.*

How often do you lubricate the action? (Months or Number of rounds) *AFTER EVERY TIME THE GUN IS FIRED*

How often do you lubricate the trigger assembly? (Months or Number of rounds) *NEVER*

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?
☒ YES ☐ NO

Comments:

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? *NEVER*

What were the services performed?

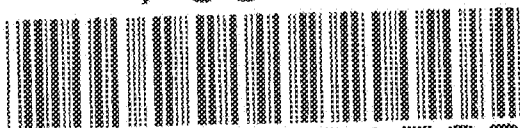
Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC
ATTN: Arms Service Division
14 Hoefler Ave
Ilion, NY 13357

IN YOUR FIREARM OR IN THE SAME BOX WITH THE
 IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE
 (ME) ADDRESS (WITH ZIP CODE), TELEPHONE AND

A6276488

Model: **700**



RE00221522

ing it.
 image in shipping and handling. Preferably,
 (e returned.)
 loss or damage.
 le the box. Shipments without a proper
 st. Remington is not responsible for
 purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

o 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)

o 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.

*Could not duplicate concern
 T. A. Dirty & Rusty. Set screws
 altered. Replace TPA clean &
 Test fire under BLP for
 \$ 20.00 + ship*

Quote

