

Remington Arms Co., Inc.
Product Service
Legal Case #:5334

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225136	3/7/2011	12/8/2010	3/8/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rick	Saunders	First Reliance Bank 2170 W. Palmetto St.	Florence	SC	29501		H 843-319-2324 E frsaunders@firstreliance.com

Incident Information

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

12/7/10: Customer called in. Stated he had a FSR over a year ago. No date given. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	C6275479	DI	9/19/1988
Date Purchased	Where Purchased	Accessories	Original Owner			
	K. MART ENTERPRISES	TWO PIECE BASE	Y			

CONCERN:FSR

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

12/8/10: Sending ARS, ltr, form. df 3/11/11: Per Ilion - Could not duplicate concern. TA very dirty & rusty. Can offer to replace TA, clean & test fire @ 1/2 normal cost - quote. Emailed quote to customer for review & payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		3/8/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		DI
	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 VERY DIRTY
	Stock Condition	Slightly Worn; Functioning	MARS,DENTS,SCRATCHES
	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	
	Tests	Test Fired	False
Firing Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY,LITE RUST
	Pull	--Select--	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

QUOTATION**Remington Arms Company, Inc.****ESTIMATING
REPORT**Parts/Repairs
Fax800-243-9700
336-548-7801870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700www.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 RE00225136 Account # - R-	Description/Serial Number C6275479	Date Received - 3/7/2011 Estimate Date - 3/8/2011 Current Date - 3/11/2011
Customer RICK SAUNDERS 2170 W PALMETTO STREET FLORENCE, SC 29501 US		Return To RICK SAUNDERS 2170 W PALMETTO STREET FLORENCE, SC 29501 US
Phone (H) (843)-319-2324 Phone (W)	Fax	Email ERSAUDERS@FIRSTRELIANCE.COM

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 P
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

Technician's Comments

ProblemNotes could not duplicate concern.trigger assm very dirty,rusty.can offer to replace trigger plate assm,cleaa 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:						\$2.35
Grand Total:						\$77.85

Fulcher, Dell Marie

From: postmaster@remington.com
To: frsaunders@firstreliance.com
Sent: Friday, March 11, 2011 11:26 AM
Subject: Relayed: Rick Saunders - Ref# 5334 - Repair# 225136

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

frsaunders@firstreliance.com

Subject: Rick Saunders - Ref# 5334 - Repair# 225136

Remington.

22"
DF9/8
5#
1011

5334

December 8, 2010

Rick Saunders
2170 W. Palmetto St.
Florence, SC 29801
Ph: 843-319-2324

Ref: # 5334

Dear Mr. Saunders,

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

RECEIVED
MAR 10 2011

BY:

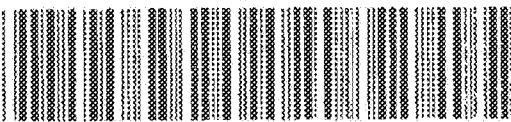
enclosure

could not duplicate concern.
T. A. very dirty, rusty. can offer
to replace TPA, clean & test fire
at 1/2 normal cost.

Quote

C6275479

Model: 700



RE00225136

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>C 62 75479</u>	
Are you the original owner?: ☒ YES ☐ NO			
Name: <u>Rick Saunders</u>		Date of Purchase: <u>?</u>	
Address (no PO Boxes): <u>2170 W Palmetto ST</u>			
City: <u>Florence</u>		State: <u>SC</u>	Zip: <u>29501</u>
Phone (Daytime): <u>843-319-2324</u>		Fax: <u></u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>FR.SAUNDERS@Firstreliance.com</u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Rifle HAS discharged when safety was</u> <u>moved from safe to Fire w/o trigger</u> <u>being pulled</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Various</u>		Type: <u></u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></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 Ilion, 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:	12/8/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5334 rifle			

LABEL INFORMATION

MAIL LABEL TO: Rick Saunders 2170 W. Palmetto St. Florence, SC 29801 Ph: 843-319-2324
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX598 DEC 8, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5989066295937
REF 1: RICK SAUNDERS/CD/DMF
REF 2: 5334/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
DY 0.00 COD 0.00 AS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.74 PUB+HANDLING 8.74

Reference #	101201-000098
Status	Updated
Assigned To	Administrators Christy -
Product	Firearms
SLA	Not specified
Queue	CSR
Date Created	12/01/2010 04:11 PM
Initial Response	12/07/2010 10:11 PM
Last Updated	12/20/2010 12:57 PM
Customer SmartSense	+1 (on -3 to +3 scale)
Staff SmartSense	0 (on -3 to +3 scale)

Model 700**Discussion Thread**

Customer (Rick Saunders)

12/20/2010 12:57 PM

I did not get would you resend and use my corporate address below?

F.R. (Rick) Saunders, Jr.
 First Reliance Bank
 2170 West Palmetto Street
 Florence, SC 29501
 (843) 674-3001 Direct
 (843) 319-2324 Mobile
 (843) 674-3ASK ACCESSLive Customer Care Center
 (843) 674-3040 Fax
rsaunders@firstreliance.com
 Check out our Web Site: www.firstreliance.com

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From: Remington Information [<mailto:info@remington.com>]
 Sent: Monday, December 20, 2010 11:00 AM
 To: Rick Saunders
 Subject: Model 700 [Incident: 101201-000098]

Response (Christy -)

12/20/2010 11:00 AM

Rick, have you received the shipping label? Dell mailed it on 12/9. I'll request another if you have not.

Customer (Rick Saunders)

12/13/2010 06:12 PM

I've been waiting on a shipping label and have not received to date. Can you update me on its status? I would prefer to ship the gun after Jan 1 anyway

F.R. (Rick) Saunders, Jr.
 First Reliance Bank
 2170 West Palmetto Street
 Florence, SC 29501
 (843) 674-3001 Direct
 (843) 319-2324 Mobile
 (843) 674-3ASK ACCESSLive Customer Care Center
 (843) 674-3040 Fax
rsaunders@firstreliance.com
 Check out our Web Site: www.firstreliance.com

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From: Remington Information [<mailto:info@remington.com>]
 Sent: Tuesday, December 07, 2010 10:12 PM
 To: Rick Saunders
 Subject: Model 700 [Incident: 101201-000098]

Response (Christy -)

12/07/2010 10:11 PM

Mr. Saunders, I apologize for the delay in responding. I can send you a prepaid shipping label to cover shipment to our factory for inspection of the problem you had with the Model 700. We will contact you after inspection regarding the results.

If you would like me to send the label, forward the mailing address it should be mailed to and the serial number of the rifle.

Sincerely,
Christy Mitchell

Customer (Rick Saunders)

12/01/2010 04:11 PM

I have a Remington 270 mod 700. This gun has fired without pulling the trigger and only engaging the safety switch. I'd like to get this fixed. How can you help me? My email address is rsaunders@firstreliance.com and phone # is 843-319-2324. Thank you for your help. Rick Saunders

Sent from Rick Saunders mobile phone

Primary Contact

First Name: Rick
Last Name: Saunders
Organization:
Login: rsaunders@firstreliance.com
Title:
Contact Type:
Email: rsaunders@firstreliance.com
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/20/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		xx	
DESCRIPTION:		I WILL MAIL	
700			

LABEL INFORMATION

MAIL LABEL TO:	F.R. (Rick) Saunders, Jr. First Reliance Bank 2170 West Palmetto Street Florence, SC 29501
RETURN ITEM TO:	Rem Prod Service

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

4XX596 DEC 21, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066822518
REF 1:FIRST REL/FR RICK/CD/CM
REF 2:700

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 0.50
AM 0.00	PR 0.00	SD 0.00
		SP 0.00
TOT PUB CHG 8.78	PUB+HANDLING	8.78



