

Remington Arms Co., Inc.
Product Service
Legal Case #:5765

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
224624	2/28/2011	1/26/2011	3/1/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Stanley	Shaffer	94 Dennis Rd	Bruceton Mills	WV	26525		C 412-860-8973 E srs44mag@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

1/26/11: Customer called in. He stated that last year he was with his brother the gun fired while he was carrying it on his shoulder with a sling. Then while he was unloading & flipped the safe to fire, the gun went off. He stated he did not have finger on the trigger. No injury. He read an article in the Jan. edition of American Hunter and felt he should call us. He bought the gun used but hasn't had an issue for all the years he's owned it until last year. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	6775844	DY	9/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
		SCOPE BASE	N			

CONCERN:FBC, DELAYED FIRING

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						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.40	3/8/2011				

1/26/11: Sending ARS, letter, form, box. Box order# 1181392. df 3/8/11: Per Ilion - TA set screws altered. Trigger will not return properly. Replace TA, clean & test fire under BLM - quote. df 3/10/11: Customer emailed. "I bought the gun in the late 1970's, and I never did anything to the trigger. I will pay the \$39.22 but I will never buy another Remington product again." df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		3/1/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 7MM REM MAG
	Date Code		DY
	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	
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---	
Overail	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG WILL NOT RETURN PROPERLY
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

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 866-243-9700
Fax 336-548-7801

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 RE00224624 Account # - R-	Description/Serial Number 6775844	Date Received - 2/28/2011 Estimate Date - 3/3/2011 Current Date - 3/9/2011
Customer STANLEY SHAFFER 94 DENNIS RD. BRUCETON MILLS, WV 26525 US Phone (H) (412)-860-8973 Phone (W)		Return To STANLEY SHAFFER 94 DENNIS RD. BRUCETON MILLS, WV 26525 US Fax Email SRS44MAG@YAHOO.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	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments

ProblemNotes trigger assem set screws altered.trigger will not return properly.replace trigger plate assem, 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

Fulcher, Dell Marie

From: postmaster@remington.com
To: srs44mag@yahoo.com
Sent: Wednesday, March 09, 2011 9:43 AM
Subject: Relayed: Stanley Shaffer - Remington Ref# 5765

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

srs44mag@yahoo.com

Subject: Stanley Shaffer - Remington Ref# 5765

5765

COPY

24"
049/7
3#
007

January 26, 2011

Stanley Shaffer
94 Dennis Rd.
Bruceton Mills, WV 26525
Ph: 412-860-8973

Ref: # 5765

Dear Mr. Shaffer,

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.

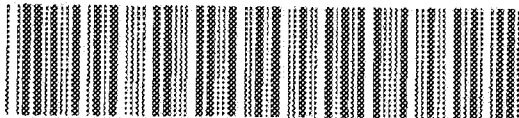
I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

Serial Number

6775844

Model: 700



RE00224624

T.A. set screws a/tend.
Targ. will not return properly,
replace TPA, & learn to test
fire under BCP for \$20.00 +
ship

RECEIVED
MAR - 2 2011

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 BDL</u>		Serial Number: <u>6775844</u>	
Are you the original owner?: ☐ YES ☒ NO			
Name: <u>Stanley Shaffer</u>		Date of Purchase:	
Address (no PO Boxes): <u>94 Dennis Road</u>			
City: <u>Bruceston Mills</u>	State: <u>WVa</u>	Zip: <u>26525</u>	
Phone (Daytime): <u>412-860-8973</u>		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>SRS44mag@yahoo.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>My rifle went off without the trigger being pulled. Once while I was carrying it on my shoulder. And 2 more times as I was unloading it. This happen on Dec. 30, 2010</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>Express Core-LokT</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 GC</u>			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	After each day that's its used
How often do you clean the action? (Months or Number of rounds)	After site in and the end of hunting season
How often do you clean the trigger assembly? (Months or Number of rounds)	After site in and the end of hunting season
Brand of lubricant used:	Hoppes
How often do you lubricate the bore? (Months or Number of rounds)	each cleaning
How often do you lubricate the action? (Months or Number of rounds)	Same As Above
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Same As Above
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?)	
Newer	
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.

2-11-11

In an attempt at removing
the optics, I was unable to remove
the screws in the base. Would you
remove them for me, please?

Thank you
Stanley Shaffer



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/26/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5765 rifle			

LABEL INFORMATION

MAIL LABEL TO: Stanley Shaffer 94 Dennis Rd. Bruceton Mills, WV 26525 Ph: 412-860-8973
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 JAN 27, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969057197201
REF 1: STANLEY SHAFFER/CD/DMF
REF 2: 5765/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
OV 0.00	COO 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 0.00	PUB+HANDLING	0.00



