

Remington Arms Co., Inc.
Product Service
Legal Case #:5894

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
224629	2/28/2011	2/16/2011	3/1/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jared	Taylor	362 Kire Ln.	Goldband	VA	24150		H 540-626-7714 E jataylo7@vt.edu

Incident Information

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

2/16/11: Customer called & stated that the rifle was purchased for him at a gun show used. He stated that he has never fired it with live ammo but he can hear the firing pin drop when he takes the safe off. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6408711	BO	1/21/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	MATHEWS ROCHESTER NY	SCOPE BASE	N			

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 under BLM.

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

2/16/11: Sending ARS, letter, form, box. Box order# 1189811. df 3/8/11: Per Ilion - TA set screws & housing altered. Trigger will not return properly. Replace TA, clean & test fire under BLM - quote. I called customer & he mailed payment today. 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		22" 3006 SPR
	Date Code		BO
	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	SLUGGISH
Extractor	Condition	Slightly Worn; Functioning	
	Out 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; 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 NOT RETURNING PROPERLY TRIG HOUSING ALTERED
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

5894
February 16, 2011

Jared Taylor
362 Kire Ln.
Ripplemead, VA 24150
Ph: 540-626-7714

Ref: # 5894

Dear Mr. Taylor,

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.

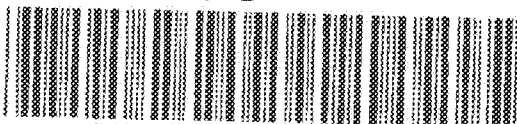
I hope that this action will keep you a loyal Remington customer.

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

enclosure

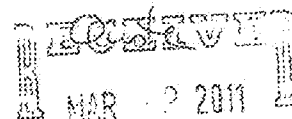
Serial:
A6408711

Model: 700



RE00224629

T.A. set screws + housing altered.
TRIG. will not return properly.
Rphace TPA, clean + test fire
under BCP for \$20.00 + ship



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>A6408711</u>	
Are you the original owner?: ☒ YES ☐ NO			
Name: <u>Jared G. Taylor</u>		Date of Purchase: <u>2-11-11</u>	
Address (no PO Boxes): <u>362 Kire Lane</u>			
City: <u>Goldband</u>		State: <u>VA</u>	Zip: <u>24450</u>
Phone (Daytime): <u>(540) 626-38 7714</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>jataylor7@vt.edu</u>			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Occasionally when the safety is pushed into the Fire position, the rifle will dry-fire. This happens more often when the trigger has been touched while the safety is on, or pushed in the safe position, then released.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>BDL 30-06</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>N/A</u>			
Handload Information:			
Powder Used: <u>N/A</u>		Powder Weight: <u>N/A</u>	
Case/Hull Used: <u>N/A</u>		Primer Used: <u>N/A</u>	
Bullet Type/Shot Size: <u>N/A</u>		Reloader Used: <u>N/A</u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>unknown</u>
How often do you clean the bore? (Months or Number of rounds) <u>N/A</u>
How often do you clean the action? (Months or Number of rounds) <u>N/A</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>N/A</u>
Brand of lubricant used: <u>unknown</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>unknown</u>
How often do you lubricate the action? (Months or Number of rounds) <u>unknown</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>unknown</u>
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? <u>N/A</u>
What were the services performed?) <u></u>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler 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:	2/16/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5894 rifle			

LABEL INFORMATION

MAIL LABEL TO: Jared Taylor 362 Kire Ln. Ripplemead, VA 24150 Ph: 540-626-7714
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4KX596 FEB 17, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066340655
REF 1: JARED TAYLOR/CD/DMF
REF 2: 5894

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS 0.50	
DC 0.00	DD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 0.84	PUB+HANDLING		0.84

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 336-548-7801

ALL PRICES QUOTED ARE IN EXCHANGE FOR RECEIPT

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONSTRUCTION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURN 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 RE00224629 Account # - R-	Received Description/Serial Number A6403711 CSR: <i>3/9/11</i> Response Response	Date Received - 2/28/2011 Estimate Date - 3/3/2011 Current Date - 3/3/2011
Customer JARED TAYLOR 362 KIRE LANE RIPPLEMEAD, VA 24150 US	Return To JARED TAYLOR 362 KIRE LANE RIPPLEMEAD, VA 24150 US	
Phone (H) (540)-626-7714 Phone (W)	Fax Email JATAYLO7@VT.EDU	

Please Circle One
☒ VISA ☐ MC ☐ AMEX ☐ DISCOVER Card No. **REDACTED** 311139 Exp. Date 12/11
 PO Number
 Daytime Phone (540) 626-7714 Time To Call 13:00/1:00pm Open Acct. R
 Approval: Customer Signature *[Signature]* Date 3-7-11
☐ 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	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments

Problem/Notes trigger assm set screws and housing altered. trigger will not return properly. 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-SHIPPING & 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:						
Grand Total:						\$37.00

