

Remington Arms Co., Inc.
Product Service
Legal Case #:5824

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
226578	3/22/2011	2/4/2011	3/24/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Gordon	Walker	343 River View Rd.	Alpine	UT	84004		H 480-231-9676 E 4gordonwalker@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

2/4/11: Customer called in. He stated he was using rifle about 2 weeks ago & had FSR. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CP/BA	700/3006 SPRG	n/a	6314309	LT	2/1/1970
Date Purchased	Where Purchased	Accessories	Original Owner			
	BEND HDWE BEND ORE	TWO PIECE 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				
	\$45.40	3/29/2011				

2/4/11: Sending ARS, letter, form, box. Box order# 1185015. df 3/29/11: Per Ilion - TA dirty & sticky. Trigger is binding. Replace TA, clean & test fire under BLM - quote. df 3/30/11: Emailed quote to cust. for review, appr/payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		3/24/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4015	Improper Maintenance	
Barrel...	Description		22" 3006 SPRG
	Date Code		LT
	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	BINDS
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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	--Select--	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT STOP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	007
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY. TRIG BINDING WILL FOLLOW DOWN
	Pull	--Select--	10+#
	Altered	True	APPEARS PULL SCREW ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Fulcher, Dell Marie

From: gordon walker [4gordonwalker@gmail.com]
Sent: Wednesday, March 30, 2011 11:48 AM
To: Fulcher, Dell Marie
Subject: Re: Gordon Walker - M/700 Remington Ref# 5824

I approve of the \$39.13 to repair the rifle. Thank you.

Gordon Walker

On Wed, Mar 30, 2011 at 9:35 AM, Fulcher, Dell Marie <Dell.Fulcher@remington.com> wrote:

Good morning,

Please see attachment. I'm not sure if the factory has mailed this out yet.

Sincerely,

Dell Fulcher | Consumer Affairs Administrator

Remington Arms Company, Inc.

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

Phone: [1.800.243.9700](tel:1.800.243.9700) | Phone: [336.548.8686](tel:336.548.8686) | Fax: [336.548.7872](tel:336.548.7872) or [336.548.7883](tel:336.548.7883)

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms |
H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis | EOTAC | Dakota Arms | Parker Gun

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Gordon

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

336-546-7801

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 RE00226578 Account # - R-	Description/Serial Number 6314309	Date Received - 3/22/2011 Estimate Date - 3/25/2011 Current Date - 3/30/2011
Customer GORDON WALKER 343 RIVER VIEW RD. ALPINE, UT 84004 US		Return To GORDON WALKER 343 RIVER VIEW RD. ALPINE, UT 84004 US
Phone (H) (480)-231-9676 Phone (W)	Fax	Email 4GORDONWALKER@GMAIL.COM

Please Circle One
 VISA MC AMEX DISCOVER Card No. **REDACTED** Exp. Date **03/14**
 PO Number _____
 Daytime Phone () _____ Time To Call _____ Open Acct. R
 Approval: Customer Signature by phone & email Date 3/30/11
☐ 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	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments

Problem/Notes trigger assembly dirty + sticky, trigger is binding. Replace trigger assembly, clean + test fire under bolt lock program for \$20 + shpg

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
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00
Sub Total:						\$37.00
Est. Sales Tax:						\$2.13
Grand Total:						\$39.13

Fulcher, Dell Marie

From: postmaster@remington.com
To: 4gordonwalker@gmail.com
Sent: Wednesday, March 30, 2011 11:35 AM
Subject: Relayed: Gordon Walker - M/700 Remington Ref# 5824

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

4gordonwalker@gmail.com

Subject: Gordon Walker - M/700 Remington Ref# 5824

5824
February 4, 2011

Gordon Walker
343 River View Rd.
Alpine, UT 84004
Ph: 480-231-9676

Ref: # 5824

Dear Mr. Walker,

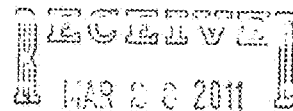
Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

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

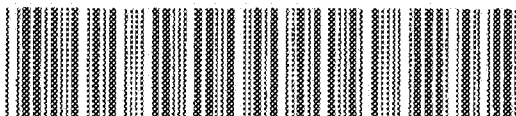
enclosure



BY: _____

6314309

Model: 700



RE00226578

T.A. Dirty + Sticky Trig is
binding. Replace TPA, clean
+ Test fire under BCP R2
\$20.00 f ship

Quote

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>6314309</u>	
Are you the original owner?: ☐ YES ☒ NO			
Name: <u>D. GORDON WALKER</u>		Date of Purchase: <u>1988</u>	
Address (no PO Boxes): <u>343 RIVER VIEW ROAD</u>			
City: <u>ALPINE</u>		State: <u>UT</u>	Zip: <u>84004</u>
Phone (Daytime): <u>480-231-9676</u>		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>4GORDONWALKER@GMAIL.COM</u>			
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: 500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
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:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>DUPLER'S</u>
How often do you clean the bore? (Months or Number of rounds) <u>AFTER USE BUT Seldom USED</u>
How often do you clean the action? (Months or Number of rounds) <u>AFTER USE</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>DONT KNOW HOW</u>
Brand of lubricant used: _____
How often do you lubricate the bore? (Months or Number of rounds) <u>AFTER USE</u>
How often do you lubricate the action? (Months or Number of rounds) <u>AFTER USE</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>DONT KNOW HOW</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>NOT KNOWN</u>
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:	2/4/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
☐ PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5824 rifle			

LABEL INFORMATION

MAIL LABEL TO: Gordon Walker 343 River View Rd. Alpine, UT 84004 Ph: 480-231-9676
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 FEB 7, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067652208
REF 1: GORDON WALKER/CD/DMF
REF 2: 5824/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD
DV 0.00 CDD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AM 0.00 PR 0.00 SP 0.00
TOT PUB CHG 12.40 PUB+HANDLING 12.40

