

Remington Arms Co., Inc.
Product Service
Legal Case #:5648

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218733	1/13/2011	1/14/2011	1/14/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joseph W.	Wolfe	1812 Glen Oaks Ln	Dyersburg	TN	38024		H 731-676-8053 E jnewolfe2yol@hotmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired on bolt closing Concern:1008 Fired on Bolt Closing			
C				

1/27/11 Per note with rifle, fired when he was loading a round and/soing the bolt down. It has a bolt lock so the safety was off. Customer requests the BLSM program and replacement with a 40X trigger.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	n/a	6279713	DS	9/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
			N			

CONCERN:FBC

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, replace TPA, clean, test fire under BLP for \$20 + S&H						
	Repair/Replacement Cost	Repair/Replacement Date				
	45.83	1/27/2011				

1/27/11 Per Ilion, could not duplicate concern. Trigger assm has a sticky lube residue, parts work sluggish. Will replace TPA, clean, test fire under BLP for \$20 + S&H

Hot Emaded quote.cm He approved on 1/27 by call to Consumer Dept on

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/14/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		DS
	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	
	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	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.004
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	STICKY LUBE RESIDUE PARTS WORK SLUGGISH
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M700 Bolt Lock	

Remington

Factory Repair Instructions

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

Model Number: Model 700 Serial Number: 6279713

Are you the original owner? ☒ YES ☐ NO

Name: Joseph W. Wolfe Date of Purchase: 3.5-6 years ago

Address (no PO Boxes): 1812 Glen Oaks Lane

City: Dyersburg State: Tenn. Zip: 38024

Phone (Daytime): 731-676-8053 Fax: 731-676-285-0066

E-mail Address: joewolfeavol@hotmail.com

☒ I would like to receive future e-mail updates from Remington.

Please describe your problem: Accidental discharge on a recent
Mule & deer hunting trip to south Dakota - was
loading a round into the magazine into the
chamber, and on closing the bolt, when the
lever was pushed down, the gun fired -
no trigger contact, and no immediate burn or
smoke at that time. The rifle was
up, since the bolt can't be pushed closed with my finger!

Ammunition Information: 30-06

Manufacturer: Remington-Union Type: Core-Lokt

Other (i.e. bullet weight/type, shot size, powder): 180 gr. - factory ammo.

Handload Information: N/A

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: Hoppe's

How often do you clean the bore? (Months or Number of rounds) after each shooting session.

How often do you clean the action? (Months or Number of rounds) after each shooting session.

How often do you clean the trigger assembly? (Months or Number of rounds) Never!

Haven't been cleaned or lubed since last hunting trip!

Brand of lubricant used: WD-40 + Rem Oil

RECEIVED
JAN 7 2011

BY:

How often do you lubricate the bore? (Months or Number of rounds) *With each cleaning*

How often do you lubricate the action? (Months or Number of rounds) *With each cleaning*

How often do you lubricate the trigger assembly? (Months or Number of rounds) *With each cleaning (Spray on only!)*

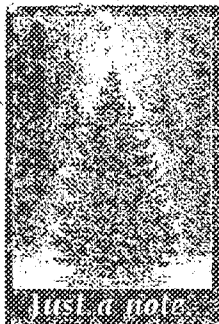
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?
☐ YES ☒ NO *Do not have a manual - would like one!*

Comments: *Rifle obtained from firearms dealer (personal friend) after table - in by my brother-in-law (original owner)*

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

What were the services performed? *James Remington, rifle has never been serviced or worked on other than scope & sling mounting by anyone including myself, brother-in-law, gun dealer.*

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



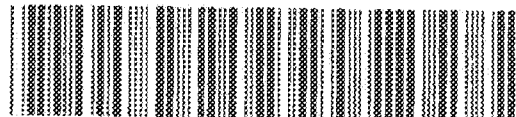
*Please do Bolt-Lock
Service Program
as offered by your
Company (Remington*

*Arms) - due to Accidental
Discharge with Safety off!
Also, please replace trigger
mechanism with your 40X
trigger mechanism - I will
gladly pay for this
modification, as well as the
Bolt-Lock Program - I like this
rifle! *Joe Wolf**

REF (40X)
REMARKS:

6279713

Model: 700



RE00218733

age in shipping and handling. Preferably,
(returned.)

is or damage.

the box. Shipments without a proper

t. Remington is not responsible for
urchase insurance from your carrier.

lines:

ed to you C.O.D. (To avoid C.O.D. Charges, please
your gun)

nate detailing the nature of the repair, applicable taxes
(estimate. Repairs can be paid by check, money order,
or VISA). If you wish, you can expedite repairs over
illed to your credit card.

*27
35
23.05
85.05
39.22
45.83*

*could not duplicate concern.
T.A. has a sticky tube residue,
part worn sluggish. w. 11
Replace TPA, clean & Test fire
under BLP for \$ 20.00 + ship.*

*can install 40x for difference
in ~~amp~~ xmp TPA*

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 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 RE00218733 Account # - R-	Description/Serial Number 6279713	Date Received - 1/13/2011 Estimate Date - 1/14/2011 Current Date - 1/27/2011
Customer JOSEPH WOLFE 1812 GLEN OAKS LANE DYERSBURG, TN 38024 US		Return To JOSEPH WOLFE 1812 GLEN OAKS LANE DYERSBURG, TN 38024 US
Phone (H) (731)-676-8053 Phone (W)	Fax	Email JOEWOLFEAVOL@HOTMAIL.COM

Please Circle One VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____	
PO Number _____	
Daytime Phone (____) _____	Time To Call _____ Open Acct. <u>R</u> _____
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 has a sticky lubrication residue,parts work sluggish.will replace trigger plate assm, clean and test fire under bolt lock program for \$20.00 + shipping. will install 40x tpa

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						
F202446	XR100 TRIG ASSB RH	1	Y	\$89.00	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

