

Remington Arms Co., Inc.
Product Service
Legal Case #5660

Case Information

RE# --- Date Opened --- Date Opened(PS) --- Date Closed --- Incident Date --- Pre Lit --- Lit --- Obsolete
222005 2/4/2011 1/14/2011 2/7/2011 1/8/2011

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Russell	Roeder	936 W. 8th St.	Yorktown	TX	78164		C 361-649-2689 E russell.roeder@att.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components			
S	Concern:1008 Fired on Bolt Closing		Unknown	
C	FBC & FSR			

Customer called in. He stated he was shooting the rifle this past weekend and he experienced a FBC and FSR. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/223 REM	24787	7765861	AW	3/6/2002 9:12:24 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	FABER BROS INC		Y			

CONCERN:FSR,FBC

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

1/14/11: Sending ARS, letter, form, box. Box order# 1177814. df 2/16/11: Per Ilion - Will follow down. TA set screws altered, trigger will not return properly. Replace TA, clean & test fire @ 1/2 normal cost - quote. Emailed quote to customer for review, approval & payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4006	Altered Adjustments or Components	
Barrel	Description		20" 223 REM
	Date Code		AW
	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---	
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/7 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.008
	Norch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Like new; Not Functioning	WILL FOLLOW DOWN TRIG WILL NOT RETURN PROPERLY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	Other Remington	

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 RE00222005 Account # - R-	Description/Serial Number 7765861	Date Received - 2/4/2011 Estimate Date - 2/9/2011 Current Date - 2/16/2011
Customer RUSSELL ROEDER 936 W 8TH ST YORKTOWN, TX 78164 US		Return To RUSSELL ROEDER 936 W 8TH ST YORKTOWN, TX 78164 US
Phone (H) (361)-649-2689 Phone (W)	Fax Email russell.roeder@att.net	

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
		M127	TRIGGER PULL IS OUT OF FACTOR
		M178	TRIG ADJ SCREWS RESET. CANNOT

Technician's Comments

ProblemNotes Will follow down. Trigger assembly set screws have been altered. Trigger will not return properly. I will replace trigger assembly, clean, and test fire at 1/2 normal costs.

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						
F305574	7 X-MARK PRO TRIG ASSB - BLACK	1	N	\$94.00	50%	\$47.00
Service						
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Y	\$17.00	0%	\$0.00
4000118	GR-CLEAN	1	N	\$28.00	50%	\$14.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
Sub Total:						\$72.50
Est. Sales Tax:						\$4.89
Grand Total:						\$77.39

Fulcher, Dell Marie

From: postmaster@remington.com
To: russell.roeder@att.net
Sent: Wednesday, February 15, 2011 4:02 PM
Subject: Relayed: Message relayed (russell.roeder@att.net)

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

russell.roeder@att.net

Subject:

COPY

20"
AW 3/02
2.54
.008

5660

January 14, 2011

Russell Roeder
936 W. 8th St.
Yorktown, TX 78164
Ph: 361-649-2689

Ref: # 5660

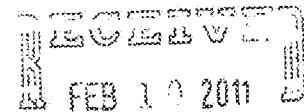
Dear Mr. Roeder,

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



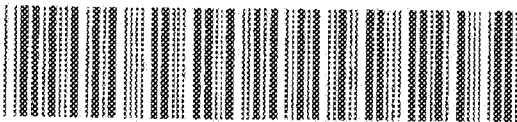
BY:.....

enclosure

Vertical text on the left margin, partially obscured.

7765861

Model: 7



RE00222005

*will follow down T.A. set screws
altered, this will not return
properly. Replace TPA, clean +
test fire at 1/2 normal cost.*

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

January 20, 2011

Remington Arms
Product Service
14 Hoefler Ave
Ilion, NY 13357

To Whom It May Concern:

Enclosed please find (1) Remington Model 7 .223 rifle bearing the serial number 7765861. Following is a list of the issues that we have encountered recently:

Rifle fired when bolt was closed on live round

Rifle fired when safety was moved to the "fire" position

An intermittent problem of the rifle not cocking when the bolt is raised and closed.

Thank you for your attention to these matters.

Respectfully,

Russell Roeder

Print

Reset

[illegible]

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds) <u>EVERY 50 RDS</u>
How often do you clean the action? (Months or Number of rounds) <u>EVERY 50 RDS</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>ANNUALLY</u>
Brand of lubricant used: <u>REM OIL</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>EVERY 50 RDS</u>
How often do you lubricate the action? (Months or Number of rounds) <u>EVERY 50 RDS</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>ANNUALLY</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>NEVER</u>
What were the services performed? <u>N/A</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:	1/14/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
☒ PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5660 rifle			

LABEL INFORMATION

MAIL LABEL TO: Russell Roeder 936 W. 8 th St. Yorktown, TX 78164 Ph: 361-649-2689
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 17, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067269731
REF 1: RUSSELL ROEDER/CD/DMF
REF 2: 5660/RIFLE

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COD 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 11.23	PUB+HANDLING	11.23

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

Done 2/20/11 chuf

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 RE00222005	Description/Serial Number 7765861	Date Received - 2/4/2011
Account # - R-		Estimate Date - 2/9/2011
		Current Date - 2/9/2011
Customer RUSSELL ROEDER 936 W 8TH ST YORKTOWN, TX 78164 US		Return To RUSSELL ROEDER 936 W 8TH ST YORKTOWN, TX 78164 US
Phone (H) Phone (W)	(361)-649-2689	Fax Email russell.roeder@att.net

Please Circle One
VISA MC AMEX DISCOVER Card No. REDACTED Exp. Date 03/15
PO Number _____
Daytime Phone (361) 649-2689 Time To Call _____ Open Acct. R Date _____
Approval: Customer Signature Russell Roeder _____
☐ 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
		M127	TRIGGER PULL IS OUT OF FACTOR
		M178	TRIG ADJ SCREWS RESET, CANNOT

Technician's Comments
Problem/Notes Will follow down Trigger assembly set screws have been altered. Trigger will not return properly. I will replace trigger assembly, clean, and test fire at 1/2 normal costs.

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						
F305574	7 X-MARK PRO TRIG ASSB - BLACK	1	N	\$94.00	50%	\$47.00
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	Y	\$17.00	0%	\$0.00
4000118	GR-CLEAN	1	N	\$28.00	50%	\$14.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
Sub Total:						\$72.50
Est. Sales Tax:						\$4.89
Grand Total:						\$77.39

☒ APPROVED

