

Remington Arms Co., Inc.
Product Service
Legal Case #:5716

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
222178	2/5/2011	1/19/2011	2/23/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Springhill Outfitters	Trent	Springhill Outf	8910 Lefty Rd.	Kenly	NC	27542		W 919-284-0077 E sales@springhilloutfitters.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				

Dealer called in. He stated that customer brought gun to them & stated they had a FSK. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/243 WIN	29541	7822038	CA	4/21/2006 9:03:09 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS INC		U			

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						

Repair/Replacement Cost Repair/Replacement Date

1/19/11: Emailing letter & form. Media Coord will email ARS. df 2/28/11: Per Ilion - No correspondence. TA set screws altered, trigger will not return properly. Replace TA, clean & test fire at 1/2 normal cost - quote. Called dealer - no answer. Emailed quote to dealer. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/23/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		20" 243 WIN
	Date Code		CA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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	Non-ISS	
Sear	Lift	---Select---	008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY
	Pull	---Select---	3#
	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 RE00222178 Account # - R-	Description/Serial Number 7822038	Date Received - 2/5/2011 Estimate Date - 2/25/2011 Current Date - 2/28/2011
Customer SPRINGHILL OUTFITTERS LLC 8910 LEFTY ROAD ATT:TRENT KENLY, NC 27542 US		Return To SPRINGHILL OUTFITTERS LLC 8910 LEFTY ROAD ATT:TRENT KENLY, NC 27542 US
Phone (H) (919)-284-0077 Phone (W)	Fax Email sales@springhilloutfitters.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

Problems			
Reported		Found	
M114	NO CORRESPONDENCE	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M239	REPLACE TRIGGER ASSEMBLY

Technician's Comments

ProblemNotes 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	N	\$17.00	0%	\$17.00	
4000118	GR-CLEAN	1	N	\$28.00	50%	\$14.00	
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50	
Sub Total:						\$89.50	
Est. Sales Tax:						\$2.82	
Grand Total:						\$92.32	

ATTN: TRENT
91928-0077
*SPRINGHILL OUTFITTERS
8916 LEFTY RD.
KENLY NC 27542

10 LBS

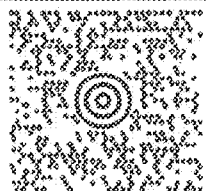
1 OF 1

SHIP TO:
REMINGTON ARMS
PRODUCT SERVICES
14 HOEPLER AVE.
ILION NY 13357

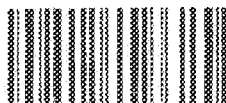
RS

no corp

70"
CA4/06
3#
008

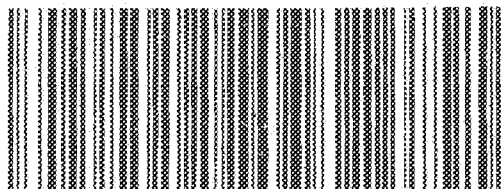


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6653 9036



DESC: Firearms
RETURN SERVICE

Reference No. 1: SPRINGHILL OUTFITTERS/TRENT/CD/DMP

Reference No. 2: 5716/RIFLE/7822038

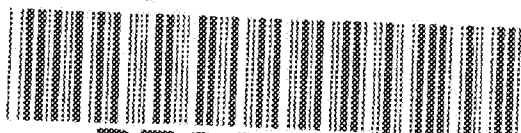
02/11/2011

WGT: 12.9A 01/2011



7822038

Model: 7



RE00222178

T.A. set screws altered, trigger
will not return properly.

Replace T.A., clean & test Rize
at 1/2 normal cost

Quote

RECEIVED
FEB 25 2011

BY:

Remington

Emailed to dealer

January 19, 2011

Springhill Outfitters
Attn: Trent
8910 Lefty Rd.
Kenly, NC 27542
Ph: 919-284-0077
Email: sales@springhilloutfitters.com

Ref: # 5716, Model 7, Serial# 7822038

Dear Trent,

You will receive a shipping label for UPS by email in 2-3 business days. 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

[COPY]

January 19, 2011

Springhill Outfitters
Attn: Trent
8910 Lefty Rd.
Kenly, NC 27542
Ph: 919-284-0077
Email: sales@springhilloutfitters.com

Ref: # 5716, Model 7, Serial# 7822038

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

enclosure

Model Number: 		Serial Number: 	
Name: 		Date of Purchase: 	
Address (no PO Boxes): 			
City: 		State: 	Zip:
Phone (Daytime):		Fax:	
E-mail Address:			
Please describe your problem: 500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
☐ 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. :: 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. Print Reset			

Fulcher, Dell Marie

From: postmaster@remington.com
To: sales@springhilloutfitters.com
Sent: Thursday, January 20, 2011 10:17 AM
Subject: Relayed: Message relayed (sales@springhilloutfitters.com)

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

sales@springhilloutfitters.com

Subject:

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/19/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR XXXXXX			
TO MAIL			
DESCRIPTION: Ref # 5716 rifle S# 7822038			

LABEL II

MAIL LABEL TO: Springhill Outfitters Attn: Trent 8910 Lefty Rd. Kenly, NC 27542 Ph: 919-284-0077 Email: sales@springhilloutfitters.com	sales@springhilloutfitters.com Email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

4XX596 SVC GND COM TRACKING: 124XX5969086523036 REF 1: SPRINGHILL OUTFITTERS/TRENT/CD/DMF REF 2: 5716/RIFLE/7822038	JAN 20, 2011 ACT WT 10.0 LBS ALL CURR USD 1 OF 1	PLEASE MEDIA COORDINATOR		
HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHGS: DV 0.00 DC 0.00 AH 0.00 TOT PUB CHG 0.00			COD 0.00 DGD 0.00 PR 0.00 PUB+HANDLING 0.00	SVC T/P USD RS 1.00 SD 0.00 SP 0.00 S 0.38



