

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5982

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
227584	4/1/2011	3/9/2011	4/4/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Mayhew	161 Delaware Rd.	Statesville	NC	28625		W 704-775-6706 C 704-419-4092 E mayhewmichael55@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S	Concern:1007	Fired on Safe Release		
C	FSR			

3/9/11: Customer called in. He stated that he had FSR about 5 years ago. No damage, No injury. He stated that he adjusted the trigger & he is having problems with the trigger locking up. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	85352	G6680467	BF	8/14/2007 7:26:20 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	DICK S SPORTING GOODS	TWO PIECE BASE	Y			

CONCERN: FSR

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 - Quote to repair

Repair/Replacement Cost Repair/Replacement Date

3/9/11: Sending ARS, letter, form, box. Box order# 1199604. df 4/8/11: Per Ilion - Could not duplicate concern. TA set screws altered, safety snap clip mis-assembled. Replace TA, clean & test fire @ 1/2 normal cost - quote. I emailed quote to customer for appr & payment. df 4/15/11: Left msg for customer to call about quote. df 4/19/11: Customer called. He is mailing a check for quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/4/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 22-250 REM HB
	Date Code		BF
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	HAS AN EXCESSIVE AMOUNT OF SEAR ENGAGEMENT SAFETY SNAP CLIP MISASSM
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

**QUOTATION**

**Remington Arms Company, Inc.**

**ESTIMATING REPORT**

Parts/Repairs 800-243-9700  
 Fax 336-548-7801

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

www.remington.com info@remington.com

**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.

<b>Repair Order Number</b> RE00227584 Account # - R-	<b>Description/Serial Number</b> B6680467	<b>Date Received -</b> 4/1/2011 <b>Estimate Date -</b> 4/4/2011 <b>Current Date -</b> 4/8/2011
<b>Customer</b> MICHAEL MAYHEW 161 DELAWARE ROAD  STATESVILLE, NC 28625 US		<b>Return To</b> MICHAEL MAYHEW 161 DELAWARE ROAD  STATESVILLE, NC 28625 US
<b>Phone (H)</b> (704)-419-4092 <b>Phone (W)</b> (704)-775-6706		<b>Fax</b> <b>Email</b> mayhewmichael55@yahoo.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	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

**Technician's Comments**

ProblemNotes could not duplicate concern.trigger assm set screws altered.safety snap clip misassm.replace trigger plate assm,clean and test fire at 1/2 normal cost.

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
<b>Part</b>						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	N	\$94.00	50%	\$47.00
<b>Service</b>						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
				<b>Sub Total:</b>		<b>\$75.50</b>
				<b>Est. Sales Tax:</b>		<b>\$2.82</b>
				<b>Grand Total:</b>		<b>\$78.32</b>

24"  
BF 1/85  
4#  
10/11

**[COPY]**

5982

March 9, 2011

Michael Mayhew  
161 Delaware Rd.  
Statesville, NC 28625  
Ph: 704-419-4092

Ref: # 5982, M/700

Dear Mr. Mayhew,

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

**RECEIVED**  
APR 07 2011

enclosure

BY:.....

could not duplicate concern  
T.A. set screws altered, Safety  
swap clip misassembly replace TPA,  
clean & test fire at 1/2 normal  
cost.

*Quote*

Serial Number:

**B6680467**

Model: **700**



**RE00227584**

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

Print

Reset

<b>Model</b> Number: <input type="text" value="700"/>		<b>Serial</b> Number: <input type="text" value="B6680467"/>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text" value="MICHAEL LEE MAYHEW"/>		Date of Purchase: <input type="text" value="P in the 70s or 80s"/>	
Address (no PO Boxes): <input type="text" value="161 Delaware Road"/>			
City: <input type="text" value="STATESVILLE"/>		State: <input type="text" value="NC"/>	Zip: <input type="text" value="28625"/>
Phone (Daytime): <input type="text" value="704 775 6706"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text" value="MAYHEW.MICHAEL55@YAHOO.COM"/>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; padding: 10px; min-height: 150px;">                     FIRST TIME TRIGGER LOCKED UP, THE GUN WENT OFF BY ITS SELF, THEN 4 YEARS LATTER SAME THING, THEN RECENTLY SAME THING HAPPENED AGAIN.                 </div>			
500 characters left			
<b>Ammunition Information:</b>			
Manufacturer: <input type="text" value="Remington"/>		Type: <input type="text" value="22-250"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text" value="SSGR, PSP R22501"/>			
<b>Handload Information:</b>			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: <input style="width: 90%;" type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input style="width: 90%;" type="text" value="10 To 15 Rounds"/>
How often do you clean the action? (Months or Number of rounds) <input style="width: 90%;" type="text" value="Same"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input style="width: 90%;" type="text" value="Same"/>
Brand of lubricant used: <input style="width: 90%;" type="text" value="HOPPE'S &amp; WD 40"/>
How often do you lubricate the bore? (Months or Number of rounds) <input style="width: 90%;" type="text" value="10 To 15 Rounds"/>
How often do you lubricate the action? (Months or Number of rounds) <input style="width: 90%;" type="text" value="Same"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input style="width: 90%;" type="text" value="Same"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input style="width: 90%;" type="text" value="NEVER"/>
What were the services performed? <input style="width: 90%;" type="text"/>
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>
<input type="checkbox"/> <b>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.</b>  :: 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:	3/9/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION:	Ref# 5982 rifle		

### LABEL INFORMATION

MAIL LABEL TO: Michael Mayhew 161 Delaware Rd. Statesville, NC 28625 Ph: 704-419-4092
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596      MAR 10, 2011      ALL CURR USD      1 OF 1  
SVC GNDCOM      ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067980533  
REF 1:MICHAEL MAYHEW/CD/DMF  
REF 2:5982/RIFLE

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGS:      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 8.84      PUB+HANDLING 8.84







