

Remington Arms Co., Inc.
Product Service
Legal Case #:6063

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
229208	4/19/2011	3/29/2011	4/20/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Connie	Murlin	HC75 Box 138A	New Creek	WV	26743		H 304-289-3314 E amurlin@frontiernet.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1023 Delayed Firing - Firearms			
C Delayed firing				

3/29/11: Customer's husband called in. He stated that Connie was hunting with the rifle last deer season (he did not have date of incident) & she pulled the trigger & nothing happened & and she brought the rifle down, it fired. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	A6658553	WQ	9/7/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPT HQ DAYTON OH	TWO PIECE BASE	Y			

CONCERN:WENT OFF WITHOUT TOUCHING SAFETY

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 under BLM						

Repair/Replacement Cost	Repair/Replacement Date
\$30.40	4/28/2011

3/29/11: Sending ARS, letter, form. df 4/28/11: Per Ilion - Could not duplicate concern. TA dirty & set screws altered. Replace TA, clean & test fire under BLM - quote. I emailed quote to customer for review & approval/payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/20/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		WQ
	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 BOLT LOCK 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; Functioning	DIRTY
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

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 RE00229208 Account # - R-	Description/Serial Number A6658553	Date Received - 4/19/2011 Estimate Date - 4/20/2011 Current Date - 4/28/2011
Customer CONNIE MURLIN HC75 BOX 138A NEW CREEK, WV 26743 US Phone (H) (304)-289-3314 Phone (W)		Return To CONNIE MURLIN HC75 BOX 138A NEW CREEK, WV 26743 US Fax Email AMURLIN@FRONTIERNET.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

Technician's Comments

ProblemNotes could not duplicate concern.trigger assm is dirty and set screws altered. replace trigger plate assm, clean and test fire under bolt ock program for \$20.00 + shipping

Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote

<u>Material #</u>	<u>Material Description</u>	<u>Qty</u>	<u>Warranty</u> <u>Y/N</u>	<u>Price/</u> <u>Unit</u>	<u>Discount</u> <u>Percent</u>	<u>Extended</u> <u>Amt</u>
Part						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	Y	\$94.00	0%	\$0.00
Service						
4000114	GR-SHIPPING & 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

Fulcher, Dell Marie

From: postmaster@remington.com
To: amurlin@frontiernet.net
Sent: Thursday, April 28, 2011 9:36 AM
Subject: Relayed: Message relayed (amurlin@frontiernet.net)

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

amurlin@frontiernet.net

Subject:

Remington®

22"
wq8/7
3.5"
.008

6063

March 29, 2011

Connie Murlin
HC75 Box 138A
New Creek, VA 26743
Ph: 304-289-3314

Ref: # 6063, M/700, Serial# A6658553

Dear Mrs. Murlin,

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

Please include a copy of this letter and form to put inside the shipping container. The letter and form 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,
Dell Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

RECEIVED
APR 27 2011

BY:.....

Serial Number:

A6658553

Model: 700



RE00229208

could not duplicate concern.
T. A. dirty & set screws altered.
replace TPA, clean & test fire
under DCP Ron & Zeno + 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 Ref: #6063		Serial	
Number: 700 - 243 Cal		Number: A6658553	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Connie J murlin		Date of Purchase: 1979	
Address (no PO Boxes): HC 75 Box 138A			
City: NEW CREEK		State: WV	Zip: 26743
Phone (Daytime): 304 289 3314		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) amurlin@FrontierNet.NET			
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: Nov. 2010 Safety was in the Firing Position and The Gun went off without touching the trigger while Deer Hunting. Can you fix the safety so that the Bolt can be opened in safe-or-fire positions? Thank you			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: 4350		Powder Weight: 43	
Case/Hull Used: Remington		Primer Used: Winchester	
Bullet Type/Shot Size: 100Gr		Reloader Used: RCBS	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	12 months
How often do you clean the action? (Months or Number of rounds)	Once a year
How often do you clean the trigger assembly? (Months or Number of rounds)	once a year
Brand of lubricant used:	WD 40
How often do you lubricate the bore? (Months or Number of rounds)	once a year
How often do you lubricate the action? (Months or Number of rounds)	Once a year
How often do you lubricate the trigger assembly? (Months or Number of rounds)	once a year
Have you reviewed the cleaning and maintenance recommendations on our web site or in our <u>owners manual</u> ? > <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?	NEVER - AFTER MISFIRE I TOOK GUN,
What were the services performed?	to a local Gunsmith - He cleaned and sent found nothing wrong.
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p><input type="checkbox"/> 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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably,</p> <p>ship in a firearm box. (Note: Original boxes may not be returned.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>	

Gun Wiped off Including Bolt After Every use.
Cleaned Bore AFTER Hunting season each year.

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:	3/29/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 6063 rifle			

LABEL INFORMATION

MAIL LABEL TO: Connie Murlin HC75 Box 138A New Creek, VA 26743 Ph: 304-289-3314
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 29, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065354731
REF 1: CONNIE MURLIN/CD/DMF
REF 2: 6063/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
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 8.01	PUB+HANDLING	8.01







