

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6124

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
230795	5/6/2011	4/18/2011	5/9/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Wigand Barbers	Steven	Wigand	16343 160th NE bus add: 1513 Hwy 59 Sout	Thief River	MN	56701		H 218-681-3231 W 218-681-2184 C 218-686-9108

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired with safety on when leaning against stand	Concern:1005	Unexplained Discharge Safe	Unknown
C				

4/18/11 Per call from Wigand, his 700 has a serious safety issue. When he laid it against the wall of the deer stand, safety was on, it went off.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPRG	n/a	B6271273	PS	12/23/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	SIMMONS GUN SPEC OLATHE KS	TWO PIECE BASE	Y			

Said he bought it about 10 yrs ago. CONCERN:FSO

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 at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

4/18/11 Sending box and ARS from Corporate.cm 5/13/11 Per Ilion, could not duplicate concern. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm

*7/17 Emailed inspect info.*

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/9/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG DM
	Date Code		PS
	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---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
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		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

6124

22"  
PS6/98  
4.5#  
2011

April 18, 2011

Steven Wigand  
Wigand Barbers  
1513 Hwy 59 South  
Thief River, MN 56701

Subject: #6124, Model 700

Dear Mr. Wigand,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this letter with the firearm. **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.** Please mark the ends of the boxes with "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell  
Consumer Affairs Administrator  
Phone: 800-243-9700, ext 8684  
[christy.mitchell@remington.com](mailto:christy.mitchell@remington.com)

RECEIVED  
MAY 12 2011

BY:.....

Number:

D6271273

Model: 700



RE00230795

could not duplicate concern.  
can offer to 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](http://www.remington.com)

PS 21702

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

Model Number:	700 Rem 30-6	Serial Number:	P-6271273
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Steven W. WIGAND		Date of Purchase: 2000	
Address (no PO Boxes): 1513 HWY 59 SO.			
City: Thief River	State: MN.	Zip: 56701	
Phone (Daytime): 218 681-2184		Fax: N/A	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) WIGAND BARBERS @ G.M.A.L.COM			
E-mail Address: YES			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
<p>Safety problem. GUN will GO OFF!! when safety is ON</p>			
500 characters left			
Ammunition Information:			
Manufacturer: Federal		Type: 30-6	
Other (i.e. bullet weight/type, shot size, powder):			
150 Gr.			
Handload Information: NA			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Case #	6124	Date of Call	4/18/11	Date of Incident		PreLit		Lit		Obs		60
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<b>Reporter</b> name address  contact #'s  email	<b>Incident</b> Name/Age address work → contact #'s email  Steven Wigand 16343 160th NE, Thief River MN 56701 Wigand Barbers 1513 Hwy 59 South Thief River, MN 56701 h - 218-681-3231 w - 218-681-2184 c - 218-686-9108
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Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
700	PG271273	30-06	'80	✓	BDL			

  

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

  

Other Product	
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Notes:	safety issue, laid the wall against deer stand & it went off
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Customer's Request	
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My actions/offers	BOX & ARS
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www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	4/18/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		xxx I WILL MAIL	
DESCRIPTION:  700 B6271273			

## LABEL INFORMATION

MAIL LABEL TO: Steven Wigand  
Wigand Barbers  
1513 Hwy 59 South  
Thief River, MN 56701  
218-681-2184

RETURN ITEM TO: Rem Prod Serv

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

4XX596 APR 19, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 124XX5969066781474  
REF 1: WIGAND BARBERS/STEVEN W/CD/CM  
REF 2: 700./B6271273

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGS:  
DV 0.00 COD 0.00 SVC T/P USD  
DC 0.00 DGD 0.00 RS 0.50  
AH 0.00 PR 0.00 SD 0.00  
TOT PUB CHG 10.18 PUB+HANDLING 10.18

# QUOTATION

Parts/Repairs  
Fax

800-243-9700  
336-548-7801

**Remington Arms Company, Inc.**  
870 Remington Dr. P.O. Box 700  
Madison, NC 27025-0700  
[www.remington.com](http://www.remington.com) [info@remington.com](mailto:info@remington.com)

# ESTIMATING REPORT

**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 RE00230795 Account # - R-	Description/Serial Number D6271273	Date Received - 5/7/2011 Estimate Date - 5/9/2011 Current Date - 5/9/2011
<u>Customer</u> STEVEN WIGAND 1513 HWY 59 SOUTH THIEF RIVER FALLS. MN 56701 US	<u>Return To</u> STEVEN WIGAND 1513 HWY 59 SOUTH THIEF RIVER FALLS. MN 56701 US	
Phone (H) (218)-681-2184 Phone (W)	Fax	Email WIGANDBARBERS@G.MAIL.COM

REDACTED

Please Circle One  
☒ VISA ☐ MC ☐ AMEX ☐ DISCOVER Card No. 5577 Exp. Date REDACTED  
 PO Number \_\_\_\_\_  
 Daytime Phone (218) 681-2184 Time To Call ANY Open Acct. R  
 Approval: Customer Signature [Signature] Date 5/13/11  
☐ 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.can offer to 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	
Part							
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	N	\$94.00	50%	\$47.00	
Service							
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00	
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50	
Sub Total:						\$75.50	
Est. Sales Tax:						\$3.06	
Grand Total:						\$78.56	

Received Date: MAY 16 2011

GR: Cm 5/17/11

Response

Response

Received Date: MAY 16 2011  
 CSR: [Signature] 5/17/11  
 Response: [Signature]  
 Response: [Signature]







