

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7034

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Prc Lit	Lit	Obsolete
253545	1/11/2012	12/9/2011	1/12/2012	11/25/2011			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Richard	Hubbard	278 Erie Dr	Pennington Gap	VA	24277		H 276-546-1331 E rghubsr@yahoo.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI 7 stitches in thumb				
PD	Cause:4006 Altered Adjustments or Components		Y	Stated he's fine now
S	Concern:1007 Fired on Safe Release			
C FSR				

12/9/11: Customer called in. He stated he had a FSR with rifle on 11/25/11 & the recoil cause the rifle to hit his thumb & he had to get 7 stitches in his thumb. He stated he's fine now - he just wants the rifle repaired. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6798337	RY	11/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
	6ESLIE EDELMAN SOUTHPTON PA		N			

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 under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29	1/19/2012				

12/9/11: Mailing ARS & forms. Box order# 1283306. df 1/16/12: TA very dirty & set screws altered. Replace TA, clean & test fire under BLM - quote. df 1/20/12: Called cust. - not home. Emailed quote to him for review & payment. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/12/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description		22" 3006 SPRG
	Date Code		RY
	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; Not Functioning	BINDS
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/700 BOLT LOCK SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.005
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY, TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

# Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

# Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.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 (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>	01/11/2012
RE00253545	6798337	<b>Estimate Date:</b>	01/12/2012
	Model 700 Center Fire Caliber: 3006	<b>Date Printed:</b>	01/20/2012
<b>Customer:</b>		<b>Return To:</b>	
RICHARD HUBBARD		RICHARD HUBBARD	
278 ERIE DR		278 ERIE DR	
PENNINGTON GAP, VA 24277 US		PENNINGTON GAP, VA 24277 US	

Please Circle One:

VISA MC DISCOVER Card No. \_\_\_\_\_ Exp.Date \_\_\_\_\_

Open Account: R \_\_\_\_\_ PO Number: \_\_\_\_\_

Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Daytime Phone: ( ) \_\_\_\_\_ Time to Call: \_\_\_\_\_

☐ If you desire any change, please use the reverse side for your comments and mark this box.

## Problems

Reported	Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

## Technician Comments

trigger assm dirty and set screws altered.replace trigger plate assm, clean and test fire under bolt lock program for \$20.00 + shipping

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)								
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000116	Service	GR-LABOR	20	Billable	20	1.00	0	20.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

Sub Total: 37.00

Est Sales Tax: .00

Grand Total: \$37.00

**Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** rghubsr@yahoo.com  
**Sent:** Friday, January 20, 2012 11:38 AM  
**Subject:** Relayed: Richard Hubbard - Remington Repair # 253545

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

[rghubsr@yahoo.com](mailto:rghubsr@yahoo.com)

Subject: Richard Hubbard - Remington Repair # 253545

2034

COPY

2211  
12/11/11  
3#  
1005

December 9, 2011

Richard Hubbard  
278 Erie Dr  
Pennington Gap, VA 24277  
Phone: 276-546-1331

Ref: # 7034, Model 700, Serial # 6798337

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request. A box will arrive separately.

**Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are 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 will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co., LLC  
Phone: 1-800-243-9700 press 0 and ask for ext 8686  
Fax: 336-548-7872

RECEIVED  
JAN 16 2012

enclosure

BY: .....

T.A. very dirty + sets crews  
altered. Repha TPA clean  
& TEST under BCP Ron  
20 + skip

Quote

6798337

Model: 700



RE00253545

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

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

[www.Remington.com](http://www.Remington.com)



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

<b>Service Request Number</b>	<b>Serial Number / Description</b>	<b>Date of Request:</b>
SR00006259	6798337	12/09/2011
		<b>Date Printed:</b> 12/09/2011

Model 700 Center Fire Caliber: 3006

**Customer:**

RICHARD HUBBARD  
278 ERIE DR  
PENNINGTON GAP, VA 24277 US

**Destination:**

Arms Services  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:

Email:

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

**Reason For Return**

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Service Request Section**

Product Service # 7034 - FSR

**Parts And Service Details**

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

<b>Sub Total:</b>	.00
<b>Est Sales Tax:</b>	.00

Print

Reset

<b>Model</b> Number: 700		<b>Serial</b> Number: 6798337	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
<b>Name:</b> Richard Hubbard		<b>Date of Purchase:</b> 3/18	
<b>Address (no PO Boxes):</b> 278 Erie Drive			
<b>City:</b> Pennington Gap		<b>State:</b> VA	<b>Zip:</b> 24227
<b>Phone</b> (Daytime): 276-546-1331		<b>Fax:</b>	
<b>E-mail Address:</b> (if e-mail address is provided, notification of receipt and shipment will be sent) rghubsr@yahoo.com			
<b>E-mail Address:</b> <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b> While unloading gun fired when working belt.			
500 characters left			
<b>Ammunition Information:</b>			
<b>Manufacturer:</b> Remington		<b>Type:</b> Express Core Lckt	
<b>Other (i.e. bullet weight/type, shot size, powder):</b> 165 grain			
<b>Handload Information:</b>			
<b>Powder Used:</b>		<b>Powder Weight:</b>	
<b>Case/Hull Used:</b>		<b>Primer Used:</b>	
<b>Bullet Type/Shot Size:</b>		<b>Reloader Used:</b>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: <i>Hoppe's</i>
How often do you clean the bore? (Months or Number of rounds) <i>2 to 3 months or when fired</i>
How often do you clean the action? (Months or Number of rounds) <i>2 to 3 months or when fired</i>
How often do you clean the trigger assembly? (Months or Number of rounds) <i>2 to 3 months</i>
Brand of lubricant used: <i>Remington</i>
How often do you lubricate the bore? (Months or Number of rounds) <i>when cleaned</i>
How often do you lubricate the action? (Months or Number of rounds) <i>when cleaned</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <i>when cleaned</i>
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? <i>never</i>
What were the services performed?)
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;"><b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoefler Avenue</b>  <b>Ilion, NY 13357</b></p>
<p><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></p> <p style="text-align: center;">:: 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</p>



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.

## ARS LABEL REQUEST FORM

DATE: 12/09/2011	Service Request # SR00006259
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	RICHARD HUBBARD 278 ERIE DR PENNINGTON GAP, VA 24277 US SR00006259  Email:
<b>RETURN ITEM TO:</b>	ILN  Arms Services



SVC GND COM      ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969065646612  
 REF 1: SR00006259  
 REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRGS:		
DV 0.00	COD 0.00	SVC T/P USD RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 9.04	PUB+HANDLING	9.04

**ATTN: Product Service**







