

Remington Arms Co., Inc.
Product Service
Legal Case #:6430

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
239171	8/26/2011	8/8/2011	9/6/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Roger	Knight	219 Androse Rd.	Phil Campbell	AL	35581		H 205-993-4723 W 205-921-1062

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot a hole in house	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

8/8/11: Customer called in. He saw the CNBC show a few nights ago & is very concerned about what he saw about the Model 700 rifles. His son was closing the bolt on the loaded gun 3 or 4 yrs ago inside the house & when he closed the bolt the gun went off & shot a hole in the ceiling & went through the bed upstairs. No injury. df 8/24/11: Customer called back in & he expects the repair to be done at n/c due to the info from the CNBC show. I explained that our exam was at n/c but there could be a charge for any repair based on what we find in our exam. I would call him after I get my report. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	25807	B6500904	ED	10/1/1983
Date Purchased	Where Purchased	Accessories	Original Owner			
	HOPPER HDWE HUNTSVILLE AL		Y			

CONCERN:FBC

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 @ a discount						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.40	9/7/2011				

8/8/11: Mailing ARS, letter, form. Box order# 1239952. df 9/1/11: Per Ilion: TA has a partially dried & sticky lube residue causing parts to work sluggish. Replace TA, clean & test fire @ 1/2 normal cost - quote. Left msg for customer to call me. df 9/2/11: Cust. called. He is very upset that he was charged & wanted to speak w/Danny E. I spoke to Danny, he reviewed the report. We have offered to do repair at \$37 as good will gesture & I spoke to customer. He will think about it & call me back w/decision. Cust. stated that he has 3-4 other guns in his safe that may need TA replacement & he wasn't willing to pay for those either. df 9/7/11: Customer called & agreed to \$37. He asked me to mail him a revised quote & he will mail payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/29/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
	Description		24" 300 WIN MAG

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6430&Type=Case>

9/7/2011

Barrel	Date Code		ED
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
Feeding Test	Test Fired	False	
	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DRIED AND STICKY LUBE RESIDUE PARTS WORK SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Quotation

REMINGTON ARMS 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.

Repair Number	Serial Number / Description	Date Received:	08/26/2011
RE00239171	B6500904	Estimate Date:	09/01/2011
	Model 700 Center Fire Caliber: 300 WIN. MAG.	Date Printed:	09/01/2011

Customer:

ROGER KNIGHT
219 ANDROSE RD.
PHIL CAMPBELL, AL 35581 US

Return To:

ROGER KNIGHT
219 ANDROSE RD.
PHIL CAMPBELL, AL 35581 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

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

TRIGGER ASSM HAS A PARTIALLY DRIED AND STICKY LUBRICATION RESIDUE CAUSING PARTS TO BIND AND WORK SLUGGISH. REPL/RE AT 1/2 NORMAL COST.

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	Billable	1	94.00	50	47.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 75.50

Est Sales Tax: 1.88

Grand Total: \$77.38

6430

24"
ED 10/83
G #
.011

COPY

August 8, 2011

Roger Knight
219 Androse Rd.
Phil Campbell, AL 35581
Phone: 205-921-1062

Ref: # 6430, Model 700

Dear Mr. Knight,

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

Please include a copy of this letter and form to put inside the shipping container. The letter and form 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 that 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

Number:

B6500904

Model: 700



RE00239171

T.A. has a partially dried + sticky
tube residue causing part to
work sluggish. Replace TPA clean
+ test fire at 1/2 normal cost.

Quote

RECEIVED
AUG 31 2011

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

Phone 800-243-9700 • www.remington.com

BY:

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>B6500904</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Roger Knight</u>		Date of Purchase: <u>1970'S</u>	
Address (no PO Boxes): <u>219 Andrews Road</u>			
City: <u>Phil Campbell</u>		State: <u>AL</u>	Zip: <u>35581</u>
Phone (Daytime): <u>205-921-1062</u>		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>About 3 or 4 years ago this gun went OFF inside my house while chambering a round without touching the TRIGGER.</u> 500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington (Factory)</u>		Type: <u>300 MAG.</u>	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	<i>Rem. Oil & Break Free</i>
How often do you clean the bore? (Months or Number of rounds)	<i>2 or 3 times A year</i>
How often do you clean the action? (Months or Number of rounds)	<i>SAME AS ABOVE</i>
How often do you clean the trigger assembly? (Months or Number of rounds)	<i>SAME AS ABOVE.</i>
Brand of lubricant used:	<i>Rem. Oil & Break Free</i>
How often do you lubricate the bore? (Months or Number of rounds)	<i>1 per year</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>2 or 3 per year</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>2 or 3 times per year</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) <i>0</i>	
What were the services performed?) <i>None</i>	
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 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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	8/8/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 6430 rifle			

LABEL INFORMATION

MAIL LABEL TO: Roger Knight 219 Androse Rd. Phil Campbell, AL 35581 Phone: 205-921-1062
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 AUG 8, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969065477206
REF 1: ROGER KNIGHT/CD/DMF
REF 2: REF#6430/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: 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 9.66 PUB+HANDLING 9.66





