

Remington Arms Co., Inc.
Product Service
Legal Case #:6946

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250163	12/13/2011	11/30/2011	1/3/2011	11/24/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dan	Mayland	652 Milestone Dr	Belgrade	MT	59714		H 406-600-0339 E danmayland@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Cut thumb from recoil				
PD Cause:4006	Altered Adjustments or Components		N	
S Concern:1007	Fired on Safe Release			
C FSR				

11/30/11: Customer called in. He was sighting gun in on 11/24/11 & had FSR. No damage but the recoil caused the safety to hit him in the thumb. Thumb was cut but no medical treatment. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	27389	G6487106	CZ	4/25/2005 11:04:16 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT (MT) CORPORATION		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
Quote to repair						
	Repair/Replacement Cost	Repair/Replacement Date				

11/30/11: Customer will receive ARS & forms by email. df 1/3/12: Per Ilion - TA set screws altered. I emailed Ilion to quote to replace TA & test @ a discount. df 1/9/12: Emailed quote to customer for review & payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		12/14/2011

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 300 RUM
	Date Code		CZ
	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; Not 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	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-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.

Repair Number	Serial Number / Description	Date Received:	12/13/2011
RE00250163	G6487106	Estimate Date:	01/04/2012
	Model 700 RIFLE Caliber: 300 RUM	Date Printed:	01/09/2012

Customer:
DAN MAYLAND
652 MILESTONE DR
BELGRADE, MT 59714 US

Return To:
DAN MAYLAND
652 MILESTONE DR
BELGRADE, MT 59714 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
MI23 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	MI23 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments
replace trigger assm, clean and test fire at 75% discount

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	75	23.50	
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00	
4000119	Service	GR-TEST	1	Billable	1	23.00	75	5.75	

Sub Total: 46.25

Est Sales Tax: .00

Grand Total: \$46.25

6946

COPY

2611
C24/0
2.5#
1011

November 30, 2011

Dan Mayland
652 Milestone Dr
Belgrade, MT 59714
Phone: 406-600-0339
Email: danmayland@yahoo.com

Ref: # 6946, Model 700, Serial # G6487106

You will receive a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination in a separate email.

Please include a copy of this letter, repair form and service request to put inside the shipping container. The letter, repair form 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.

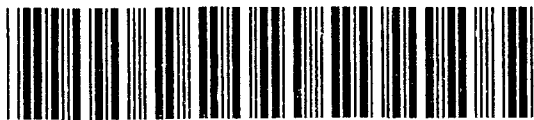
I hope this action will keep you a loyal Remington customer.

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

Serial
Number:

G6487106

Model: 700



RE00250163

T.A. set screws A Hored

RECEIVED
DEC 1 6 2011

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Model Number: REM 700 SPS 300 RUM		Serial Number: 66487106	
Name: Dan Mayland		Date of Purchase:	
Address (no PO Boxes): 652 Milestone Dr.			
City: BELGRADE	State: MT	Zip: 59714	
Phone (Daytime): 406-600-0339		Fax: N/A	
E-mail Address: dan.mayland@yahoo.com			
Please describe your problem: The Firearm has misfired 4x times when the Safety was Switched from the Safe to fire position. The last three occurrences happened while in the field hunting. The last occurrence causing injury to myself as the gun recoiled and the Safety removed a large portion of the pad of my thumb. The gun has not been altered in any way & has shot only 500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<input checked="" 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.			
:: 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. :: 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.			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

 Remington
Factory and.



November 30, 2011

Dan Mayland
652 Milestone Dr
Belgrade, MT 59714
Phone: 406-600-0339
Email: danmayland@yahoo.com

Ref: # 6946, Model 700, Serial # G6487106

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Dell Fulcher
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Fax: 336-548-7872

enclosure

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Model Number:		Serial Number:	
Name:		Date of Purchase:	
Address (no PO Boxes):			
City:		State:	Zip:
Phone (Daytime):		Fax:	
E-mail Address:			
Please describe your problem:			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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.			
:: 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.			
:: 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.			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

Fulcher, Dell Marie

From: postmaster@remington.com
To: danmayland@yahoo.com
Sent: Wednesday, November 30, 2011 4:13 PM
Subject: Relayed: Dan Mayland - Remington Ref# 6946

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

danmayland@yahoo.com

Subject: Dan Mayland - Remington Ref# 6946

ARS LABEL REQUEST FORM

DATE:	11/30/2011	Service Request #	SR00005292
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

DAN MAYLAND
652 MILESTONE DR
BELGRADE, MT 59714 US
SR00005292

Email: DANMAYLAND@YAHOO.COM

RETURN ITEM TO:

ILN

Arms Services



4XX596 NOV 30, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067415546
REF 1:SR00005292
REF 2:

HANDLING CHARGE 0.00

SINGLE-PIECE PUB RATE CHRG:

DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 1.00
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 13.24	PUB+HANDLING	SP 0.00
		13.24

ATTN: Product Service



