

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6610

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
242677	10/6/2011	9/23/2011	10/7/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Medomak River Trading Post	---	Medomak River T	5 Bump Hill Rd	Washington	ME	04574		W 207-845-2520 F 207-845-2062 E debbie.jura@gmail.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

9/23/11: Mark @ store called in. He stated that their consumer had a FSR with rifle last summer. No damage, No injury. Consumer wants the rifle to come in for exam. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	A6800320	PV	6/1/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	SHAWMUT DIST KITTELY ME	TWO PIECE BASE	U			

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
Per Ilion - Quote to repair under BLM						
	<b>Repair/Replacement Cost</b>	<b>Repair/Replacement Date</b>				
	\$33.86	10/14/2011				

9/23/11: Mailing ARS, letter, form. df 10/14/11: Per Ilion - Could not duplicate concern. TA dirty & rusty. Replace TA, clean & test fire under BLM - quote. I spoke w/dealer & he asked me to fax the quote to him & he will contact the consumer. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		10/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		PV
	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	Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Worn; Functioning	DID NOT CLOSE ON SAAMI OVER MAX
	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---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	7.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

# Quotation

**Remington Service**  
 PO Box 700  
 Madison, NC 27025-0700

# Estimating Report

Parts and Repairs: 1-800-243-9700/F336-348-7801

www.Remington.com

**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 (8) 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> RF00242677	<b>Serial Number / Description</b> A6800320 Model 700 Center Fire Caliber: 7 MM REM MAG LH	<b>Date Received:</b> 10/06/2011 <b>Estimate Date:</b> 10/07/2011 <b>Date Printed:</b> 10/14/2011
<b>Customer:</b> MEDOMAK RIVER TRADING POST 5 BUMP HILL ROAD WASHINGTON, ME 04574 US	<b>Return To:</b> MEDOMAK RIVER TRADING POST 5 BUMP HILL ROAD WASHINGTON, ME 04574 US	

Please Circle One:

VISA ☒ MC DISCOVER Card No

Open Account: R

PO Number:

Exp. Date:

07/12

Approval Signature:

*Mark A. Jura*

MARK A. JURA

Date:

10-14-2011

Daytime Phone: (207) 845-2520

Time to Call:

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

REDACTED

<b>Reported</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	<b>Problem</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
---	--

**Technician Comments:**  
 could not duplicate concern trigger assm dirty and rusty replace trigger plate assm clean and test fire under bolt lock program for \$20.00 + shipping

ESTIMATE (note: D.O. Shipping and Handling Charges are Not Included in this Estimate)

Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F305572B	Part	700 X-MARK PRO TRIG ASSB LH BLACK (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPPING & 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

**MEDOMAK RIVER TRADING POST**  
 5 BUMP HILL RD.  
 WASHINGTON, ME 04574  
 FFL 6-01-34519

PLEASE REPAIR

*Mark A. Jura*

207-845-2520

**Sub Total:** 37.00  
**Est Sales Tax:** .00  
**Grand Total:** \$37.00

# Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com

# Estimating Report

Parts and Repairs: P:800-243-9700/F: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 (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>
RE00242677	A6800320	10/06/2011
	Model 700 Center Fire Caliber: 7 MM REM MAG LH	<b>Estimate Date:</b> 10/07/2011
		<b>Date Printed:</b> 10/14/2011

**Customer:**

MEDOMAK RIVER TRADING POST  
5 BUMP HILL ROAD  
WASHINGTON, ME 04574 US

**Return To:**

MEDOMAK RIVER TRADING POST  
5 BUMP HILL ROAD  
WASHINGTON, ME 04574 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.

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

**Technician Comments**  
could not duplicate concern. trigger assm dirty and rusty. 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
F305572B	Part	700 X-MARK PRO TRIG ASSB LH BLACK (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPPING & 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

24"  
P/V/7  
7.5  
.010

COPY

6610

September 23, 2011

Medomak River Trading Post  
Attn: Mark  
5 Bump Hill Rd.  
Washington, ME 04574  
Phone: 207-845-2520

Ref: # 6610, Model 700, Serial # A6800320

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

**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 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  
OCT 13 2011  
BY: .....

could not duplicate concern.  
T.A. dirty + rusty. Replace  
TPA, clean + test fire under  
DLP for \$20.00 + ship

Quote

Serial Number: A6800320

Model: 700



RE00242677

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)

Print

Reset

Model Number: <u>700 BDL LEFT</u>		Serial Number: <u>A6800320</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>MEDOMAK RIVER TRADING POST</u>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <u>5 BUMP HILL ROAD</u>			
City: <u>WASHINGTON</u>	State: <u>ME</u>	Zip: <u>04574</u>	
Phone (Daytime): <u>207-845-2520</u>		Fax: <u>207-845-2062</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>DEBBIE.JURA@GMAIL.COM</u>			
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: <u>THIS FIREARM WENT OFF UNEXPECTED WHEN OUR CUSTOMER THOUGHT HE WAS TAKING THE SAFETY OFF</u>			
500 characters left			
FACTORY Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: <u>7MM REM MAG</u>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
DOES NOT HANDLOAD Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <u>BREAK FREE CLP</u>
How often do you clean the bore? (Months or Number of rounds) <u>ONCE IN A WHILE</u>
How often do you clean the action? (Months or Number of rounds) <u>                    </u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>                    </u>
Brand of lubricant used: <u>  </u>
How often do you lubricate the bore? (Months or Number of rounds) <u>                    </u>
How often do you lubricate the action? (Months or Number of rounds) <u>                    </u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>                    </u>
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? <u>NEVER</u>
What were the services performed? <u>  </u>
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>
<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>  :: 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

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:	9/23/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b> MEDIA COORDINATOR TO MAIL		I WILL MAIL <b>XXXXXX</b>	
DESCRIPTION: Ref# 6610 rifle			

## LABEL INFORMATION

MAIL LABEL TO: Medomak River Trading Post Attn: Mark 5 Bump Hill Rd. Washington, ME 04574 Phone: 207-845-2520
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 SEP 26, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067233279  
REF 1:MEDOMAK RIVER TP/MARK/CD/DMF  
REF 2:REF#6610/RIFLE

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRGs: 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 8.15 PUB+HANDLING 8.15











