

Remington Arms Co., Inc.
Product Service
Legal Case #:6663

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
245487	11/2/2011	10/10/2011	11/3/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Cecil	Quinley	509 Bearslide Hollow	Dahlonega	GA	30533		H 706-867-1697

Incident Information

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

10/10/11 Per call from Quinley, he was taking off safety when it fired.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/2506 REM	n/a	6851988	CZ	4/1/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	POTTSVILLE SUP POTTSVILLE PA	TWO PIECE BASE	N			

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, replace TPA, clean, test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	45.40	11/9/2011				

10/10/11 Ordering box and ARS.cm 11/9/11 Per Ilion, could not duplicate concern. Trigger assm very dirty and sticky. Replace TPA, clean, test fire at BLSM program price of \$20 + shipping.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/3/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 2506 REM
	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	SLUGGISH
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; Functioning	
	Stock Condition	Slightly Worn; Functioning	REM SYN STK
	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---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY,STICKY
	Pull	---Select---	3#
	Altered	True	PULL SCREW ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Cecil

24"
CZ4/7
3#
1008

6663

COPY

October 10, 2011

Cecil Quinley
509 Bearslide Hollow
Dahlonega, GA 30533

Subject: Case # 6663, Model 700, serial # 6851988

Dear Mr. Quinley,

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

enclosure

could not duplicate concern
T.A. very dirty + sticky. Repare
TPP, clean test line under BLP
Box \$ 20.00 + ship

Quote

RECEIVED
NOV - 8 2011

BY: _____

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

PS 24551

Serial
Number:

6851988

Model: 700



RE00245487

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

Model Number: 700 [25-06]		Serial Number: 6851988	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Cecil Quinley		Date of Purchase:	
Address (no PO Boxes): 509 Bearslide Hollow			
City: Dalton, GA		State: GA	Zip: 30533
Phone (Daytime): 706-867-1697		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:			
<p>My 25-06 was on safety. I pushed the safety button forward to unload my gun and the gun discharged. This occurred on September 19, 2011.</p>			
500 characters left			
Ammunition Information:			
Manufacturer: Federal Premium		Type: 115g Nosler Partition	
Other (i.e. bullet weight/type, shot size, powder): 115 grain			
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: Rem Oil with Teflon Lubricant

How often do you clean the bore? (Months or Number of rounds) Several Times A year

How often do you clean the action? (Months or Number of rounds) ~~Several Times A year~~ Same as above

How often do you clean the trigger assembly? (Months or Number of rounds) Same as above

Brand of lubricant used: Rem Oil

How often do you lubricate the bore? (Months or Number of rounds) Once or twice A year

How often do you lubricate the action? (Months or Number of rounds) Several Times A year

How often do you lubricate the trigger assembly? (Months or Number of rounds) Several Times A year

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

YES ☒ NO ☐

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? Never

What were the services performed? NA

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Illion, NY 13357

⚠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.
- :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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

www.Remington.com

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. If additional services are requested, please note on the reverse side. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number	Serial Number / Description	Date of Request:
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SR00000527	6851988	10/10/2011
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Customer:	Destination:
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CECIL QUINLEY	Arms Services
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Email: give to Christy	Email:
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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

M508 - MISFIRES AT TIMES

Service Request Section

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.

Sub Total: . 00

Est Sales Tax: . 00

ARS LABEL REQUEST FORM

DATE:	10/10/2011	Service Request #	SR00000527
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mittchellcs	email address:	Christy.Mitchell@remington.com

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

CECIL QUINLEY
509 BEARSLIDE HOLLOW
DAHLONEGA, GA 30533 US
SR00000527

Email: give to Christy

RETURN ITEM TO:

ILN

Arms Services



4XX596 OCT 10, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067842503
REF 1:SR00000527
REF 2:CD

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
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 9.61 PUB+HANDLING 9.61

ATTN: Product Service







