

Remington Arms Co., Inc.
Product Service
Legal Case #:6536

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
239801 - 239800	9/2/2011	9/6/2011	9/6/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Howard	Simms	7019 Three Oaks Drive West	Macon	GA	31216		H 978-718-3263 E dcsimms@bellsouth.net

Incident Information

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

9/15/11 Per letter with rifles, ser # ending in 777 was used for a hunting trip in 2008 and arriving at the truck, his son attempted to unload the rifle. When he move the safety from safety to fire in order to open the bolt, the rifle fired. Afterward they could not get the rifle to malfunction again. Ser # ending in 272 has never malfunctioned but took both rifles out of service until the problem could be solved. They have not used these rifles in the last two years.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	20000	A6610777	KQ	5/1/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	J C PENNEY STATESVILLE NC		U			

CONCERN: FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	20000	6552272	CW	4/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	COOSA CO ROME GA		U			

CHECK OVER

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, replace TPAs, clean, test both at 20 BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	92.80	9/15/2011				

9/15/11 Per Ilion, ser ending in 777, Could not duplicate concern. Trigger assm dirty. Ser ending in 272, Check over at bench, TPA dirty. Offering to replace TPA's clean, test both at 20 BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/6/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		KQ
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	SCRATCHES,MARS
	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	DIRTY
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		9/6/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4039	No Fault Found	
Barrel	Description		22" 3006 SPRG
	Date Code		CW
	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; 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---	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

QUOTATIONParts/Repairs
Fax800-243-9700
336-548-7801**Remington Arms Company, Inc.**870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700www.remington.com info@remington.com**ESTIMATING
REPORT****~~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 (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00239801 Account # - R-	Description/Serial Number A6610777	Date Received - 9/2/2011 Estimate Date - 9/6/2011 Current Date - 9/6/2011
Customer HOWARD SIMMS 7019 THREE OAKS DRIVE WEST MACON, GA 31216 US 788-3263 Phone (H) (478)-788-3263 Phone (W)		Return To HOWARD SIMMS 7019 THREE OAKS DRIVE WEST MACON, GA 31216 US Fax Email DCSIMMS@BELLSOUTH.NET

Please Circle One
VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
PO Number _____
Daytime Phone (____) _____ Time To Call _____ Open Acct. R
Approval: Customer Signature Howard Simms Date Sept. 8, 2011
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
Notice: We process checks electronically through Check 21

Reported		Problems Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

Technician's Comments

Problem Notes could not duplicate concern.trigger assm dirty.replace trigger plate assm,clean and test fire under bolt lock program for \$20.00 + shipping

Estimate **C.O.D./Shipping and Handling Charges are NOT Included in this Quote

Material #	Material Description	Qty	Warranty Y/N	Price/Unit	Discount Percent	Extended Amt
Part						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	Y	\$94.00	0%	\$0.00
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00
Sub Total:						\$37.00
Est. Sales Tax:						
Grand Total:						\$37.00

9/20/11
response date
4446712 for \$74.00
SEP 20 2011

Remington Arms
Attn: Arms Services
14 Hoefler Ave
Ilion, NY 13357

29 Aug 2011

Dear Sir:

Remington 700 S/N A6610777

Returning from a hunting trip in 2008 and arriving at his truck, my son attempted to unload his rifle. When he moved the safety from safe to fire in order to open the bolt, the rifle automatically fired (on it's own). After this happened, we tried this several times but could not get the rifle to malfunction again.

Remington 700 6552272

This rifle has never malfunctioned, but after the above rifle malfunctioned, we believe the safest thing to do was to remove the bolts and take the rifles out of use until the problem could be solved. We have not used these rifles in the last two years/seasons.

I believe Remington will do what is right.

Thank you for your assistance with these rifles.

A6610777

Model: 700



RE00239801

Howard G. Simms
7019 Three Oaks Drive West
Macon, Georgia 31216

Phone 478 718-3263
Email: dcsimms@bellsouth.net

SEP 10 2011

BY: _____

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

@-wote

22
KQS/X
S.S.#
008

6536





