

Remington Arms Co., Inc.
Product Service
Legal Case #:6599

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
242813	10/7/2011	9/22/2011	10/10/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Lonnie	Waller	905 Voshell	Warrenton	MO	63383		C 314-882-8211 H 636-240-1766
Incident		Brian	Waller	7 Hickory Valley Ct.	O'Fallon	MO	63366		E brian_waller@mastercard.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C	Unexplained discharge			

9/22/11: Customer called in. He stated that he was calling for his son. Son was walking with loaded rifle last deer season using a sling & the rifle fired and the bullet went about 6 inches past his head. No injury, No damage. Son is an adult. df 10/14/11: Customer put on the repair form that he was target practicing & he loaded a 2nd round into the rifle, was lowering it to take aim & the gun fired. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25793	C6451128	EJ	10/9/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	GLEN ZANDERS SPTG GDS	SCOPE BASE	Y			

CONCERN:FBC

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
			Remington/700/CF/BA			
Per Ilion - Quote to repair						
	Repair/Replacement Cost	Repair/Replacement Date				

9/22/11: Mailing ARS, letter, form. df 10/14/11: Per Ilion - Could not duplicate concern. TA dirty. Can offer to replace TA, clean & test fire at 1/2 normal cost - quote. Emailed quote to customer for appr & payment. Customer called & apprvd. Paid by credit card. He was not happy - he feels we have a defective trigger. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
		False	
Feeding Test			
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6599&Type=Case>

10/14/2011

Examination	Examiner		B.TRAVIS
	Exam Date		10/10/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 306 SPRG
	Date Code		EJ
	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	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	
	Description		M/700 SAFETY

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:	10/07/2011
RE00242813	C6451128	Estimate Date:	10/10/2011
	Model 700 Center Fire Caliber: 30 -06	Date Printed:	10/14/2011

Customer:
BRIAN WALLER
905 VOSHELL
WARRENTON, MO 63383 US

Return To:
BRIAN WALLER
905 VOSHELL
WARRENTON, MO 63383 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.can offer to replace trigger plate assm, clean and test fire 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-SHIPPING & 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: 1.99
Grand Total: \$77.49

Fulcher, Dell Marie

From: postmaster@remington.com
To: brian_waller@mastercard.com
Sent: Friday, October 14, 2011 9:58 AM
Subject: Relayed: Message relayed (brian_waller@mastercard.com)

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

brian_waller@mastercard.com

Subject:

22"
ES10/89
4.5#
014

COPY

6599

September 22, 2011

Lonnie & Brian Waller
905 Voshell
Warrenton-Warrington, MO 63383
Phone: 314-882-8211

Ref: # 6599, Model 700 Serial # C6451128

Dear Mr. Waller,

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: _____

Serial Number:

C6451128

Model: 700



RE00242813

could not duplicate concern
T.A. dirty. CAN offer to replace
TAA, clean + Test Fire AT
1/2 normal cost.

Quote

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

Print

Reset

Model Number: <input type="text" value="700"/>		Serial Number: <input type="text" value="C6451128"/>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text" value="Brian Waller"/>		Date of Purchase: <input type="text" value="1988"/>	
Address (no PO Boxes): <input type="text" value="7 Hickory Valley Ct."/>			
City: <input type="text" value="O'Fallon"/>		State: <input type="text" value="Mo"/>	Zip: <input type="text" value="63366"/>
Phone (Daytime): <input type="text" value="636-240-1766"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text" value="brian-waller@mastercard.com"/>			
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: <input type="text" value="Discharge without trigger."/>			
<input type="text" value="During target practice, pre-deer season, I had fired 1 shot, inspected my location on the target, returned to the gun, loaded another round, was lowering cam to take aim, and the gun fired."/>			
Ammunition Information:			
Manufacturer: <input type="text" value="Remington"/>		Type: <input type="text" value="Hi-velocity"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text" value="220 grain"/>			
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: <input style="width: 90%;" type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input style="width: 80%;" type="text" value="Oct, Nov"/>
How often do you clean the action? (Months or Number of rounds) <input style="width: 80%;" type="text" value="Oct, Nov"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input style="width: 80%;" type="text" value="Oct, Nov"/>
Brand of lubricant used: <input style="width: 90%;" type="text" value="WD-40, Break Free"/>
How often do you lubricate the bore? (Months or Number of rounds) <input style="width: 80%;" type="text" value="Oct, Nov"/>
How often do you lubricate the action? (Months or Number of rounds) <input style="width: 80%;" type="text" value="Oct, Nov"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input style="width: 80%;" type="text" value="Oct, Nov"/>
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? <input style="width: 80%;" type="text" value="Never"/>
What were the services performed? <input style="width: 90%;" type="text"/>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<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. :: 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:	9/22/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
<input type="checkbox"/> MEDIA <input type="checkbox"/> COORDINATOR <input type="checkbox"/> TO MAIL		<input type="checkbox"/> I WILL MAIL <input checked="" type="checkbox"/> XXXXXX	
DESCRIPTION: Ref# 6599 rifle			

LABEL INFORMATION

MAIL LABEL TO: Lonnie & Brian Waller 905 Voshell Warrington, MO 63383 Phone: 314-882-8211 <i>Warrenton</i>
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 23, 2011 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 124XX5969065192479
 REF 1: LONNIE & BRIAN WALLER/CD/DMF
 REF 2: REF#6599/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 9.61 PUB+HANDLING 9.61







