

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7046

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250010	12/12/2011	12/13/2011	12/21/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bobby	Labonte	3610 Steeple Gate Dr	Trinity	NC	27370		

Incident Information

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

12/20/11 Per note from D. Evans, fired on safety release.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	27049	G6730694	LC	2/25/2008 8:51:11 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GANDER WAREHOUSE #1/Leban		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 D. Evans, replace no charge as goodwill gesture						

Repair/Replacement Cost	Repair/Replacement Date

12/20/11 Per Ilion, could not duplicate at bench. Trigger pull set below minimum specs. Trigger return minimal. Can replace TPA, clean, test fire at no charge. D. Evans has left a message for a Labonte rep to contact him to resolve.cm 12/21/11 Per D. Evans: We are getting a replacement gun. The 700 can go to wip. The replacement is being ordered on an SNC and will deliver to Madison for him to pick up. We will need to close out the repair accordingly. Engineering just called me: Trigger dimensions and parts within spec. Trigger pull had been reduced to the point that there was very little engagement with the sear. In the fire position the trigger pull spring had virtually no tension at all on it. Trigger set screw had been moved 30,000 th's which is one complete revolution. Max movement should have been less than 20,000th's.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date		12/13/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 300 WIN MAG
	Date Code		LC
	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		XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	TRIG HAS MIN RETURN
	Pull	---Select---	2.25#
	Altered	False	TRIG PULL SET BELOW MIN SPECS
	Sub-Assembly	X-Mark Pro	

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



2.25#  
C 2/0  
100

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

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN**

<b>Service Request Number</b> SR00005628	<b>Serial Number / Description</b> N/A	<u>7046</u>	<b>Date of Request:</b> 12/05/2011
<b>Customer:</b> BOBBY LABONTE 3610 STEEPLE GATE DR. TRINITY, NC 27370 US			<b>Date Printed:</b> 12/05/2011
<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US			<b>Email:</b>
<b>Email:</b> Laura.Watson@remington.com			

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

**Service Request Section**  
Contact: Danny Evans when gun arrives. dmw

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:

G6730694

Model: 700



RE00250010

RECEIVED  
DEC 18 2011  
BY: .....

could not duplicate at bench  
Trigger pull set below min specs. Trigger  
return min replace TAB, clean  
test fire at N/C  
#230145

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
<b>Grand Total:</b>	<b>\$ .00</b>

- Leavick, 300 Ultra

- Smith

- ART TUCKER

(902) 562-7217  
(902) 332-0707

FSR - Bobby Labonte

12/1/11

Danny, I did not receive a call from Tucker.

Here's a copy of the info in case you need it.

Christy

(- 700 B/A 300 Ultra Max)

- Gander Mt -

- CURIS WILLIAMS 7/5 Trigger pull

Loward to 3/65 -

- Bobby Labonte

Labonte

3610 Steep Gate Dr

TRIPITY, NC 27370

(336) 98-5719

## ARS LABEL REQUEST FORM

DATE:	12/05/2011	Service Request #	SR00005628
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	lmwatson	email address:	Laura.Watson@remington.com

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	BOBBY LABONTE 3610 STEEPLE GATE DR. TRINITY, NC 27370 US SR00005628  Email: Laura.Watson@remington.com
<b>RETURN ITEM TO:</b>	ILN Arms Services



*deliv. sch. 12/12 - Monday*

*RE00250010*

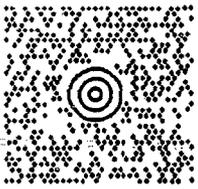
BOBBY LABONTE  
3610 STEEPLE GATE DR  
TRINITY NC 27370

10 LBS

1 OF 1

RS

SHIP TO:  
PROD. SERV.  
R E M I N G T O N  
14 HOEFLER AVE.  
ILION NY 13357

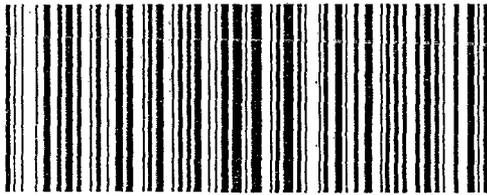


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6724 5631



BILLING: 3RD PARTY  
DESC: Firearms  
RETURN SERVICE

REF 1: BOBBY LABONTE/SWP/DE  
REF 2: 700

WS 12.0.17

LP2844 21.0A 10/2011



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**High  
Priority**

Ref: SR5628  
Special Instructions:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# Remington®

Subject: Remington firearm

Dear Valued Remington Customer,

Thank you for contacting us regarding the return of your Remington firearm. We are providing a UPS shipping label for the return of your rifle to the factory. Please follow the guidelines below in preparing your firearm for shipment.

- **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.**
- Record the serial number of your firearm before sending it
- Pack your firearm for safety and to prevent damage in shipping and handling.
- Remove all accessories from your firearm (sling, scope, bases, rings, etc)
- Provide a return address on both the inside and outside of the box
- Place the provided UPS shipping label on the outside of the box, as shown below.
- Place the provided yellow HIGH PRIORITY labels on **BOTH** ends of the box as shown below.
- The package can be shipped UPS by
  - Delivering to any UPS terminal
  - Give the package to a UPS driver
  - Tendering to UPS from a commercial address which has a UPS daily pick up.
- Maintain the UPS tracking # in order to track your shipment.

Once completed and tested the firearm will be returned directly to the address from which it was received. We will attempt to return your firearm as expeditiously as possible.

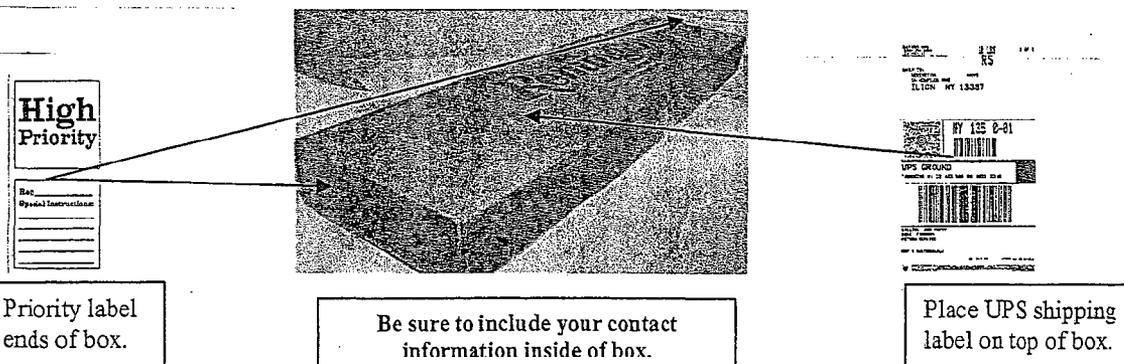
If you provide an e-mail address with your firearm, Remington will notify you of receipt and provide you with a repair number. You can check the status of your firearm online at [www.remington.com](http://www.remington.com) utilizing the repair number and your serial number or by contacting us at 1-800-243-9700

We appreciate your continued support of the Remington Arms Company, and wish you the best in the upcoming season.

Best regards from Remington Country!

*Consumer Service Division*

Consumer Service Division



# Remington®

December 5, 2011

Bobby Labonte  
3610 Steeple Gate Dr.  
Trinity, NC 27370

Subject: Model 700  
RE: SR00005628

Dear Bobby,

We apologize for the problem you experienced with your Model 700 rifle. Per our conversation, enclosed please find a prepaid UPS shipping label for the return of your firearm to our factory for evaluation. Please be sure to place the yellow 'High Priority' labels on the ends of the firearm box so that we may expedite the handling of your rifle. Also included is a 'Service Request form' which should be included inside the box. Should you have any questions or concerns, please feel free to call me directly at the number below.

I will personally call you when we have reviewed your rifle. We appreciate your patience and cooperation while we work together to resolve this matter.

Sincerely,



Danny Evans  
Director, Service Operations  
Remington Arms Company

Phone: 336-548-8701  
Fax: 336-548-7899  
E-mail: [danny.evans@remington.com](mailto:danny.evans@remington.com)



Please send your firearm back via a traceable method of shipping to the address below.

• This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email ([info@remington.com](mailto:info@remington.com) <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

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Arms Services  
SR# SR00005628  
14 Hoefler Aye  
Ilion, NY 13357 US

Email:



**Pennell, Sandra W.**

**From:** Rice, Lisa  
**Sent:** Friday, December 02, 2011 4:59 PM  
**To:** Pennell, Sandra W.  
**Subject:** FW: ARS label

**From:** Evans, Danny  
**Sent:** Friday, December 02, 2011 4:53 PM  
**To:** Rice, Lisa  
**Cc:** Loschin, John; Mitchell, Christy; Fulcher, Dell Marie  
**Subject:** ARS label

Lisa,  
I need an ARS label for a gun to be returned to the factory....Attn: Product Service Division  
Model 700

Bobby Labonte  
3610 Steeple Gate Drive  
Trinity, NC 27370

Need label today if possible...can drop off or give to John

Sincerely,  
**Daniel C. Evans / Director, Service Operations**  
Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700  
Phone: 336.548.8701 | Cell: 336.453.1967 | Fax: 336.548.7899

**Freedom Group Family of Companies**

Remington | Bushmaster Firearms | DPMS / Panther Arms | Marlin | H&R | Dako  
Parker Gun | L.C. Smith | EOTAC | INTC | Advanced Armament Corp | Barnes B.....

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*Christy*  
*Dell*  
*See me please*  
*DL*  
*SA*  
*1/9/11 Priority*

4XX596      DEC 2, 2011      ALL CURR USD      1 OF 1  
SVC GNDCOM      ACT WT 10.0 LBS  
TRACKING# 124XX5969067245631  
REF 1:BOBBY LABONTE/SWP/DE  
REF 2:700

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 9.04	PUB+HANDLING	9.04





