

Remington Arms Co., Inc.
Product Service
Legal Case #:6994

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250944	12/16/2011	12/5/2011	12/19/2011	12/3/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Wooding	72 John St	Queensbury	NY	12804		C 518-636-9686 E dave87iroc@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

12/5/11: Customer called in. He stated rifle had a FSR. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/22-250 REM	84216	G6714589	XB	12/21/2007 3:52:41 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ZACK S SPORT SHOP		Y			

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						

Repair/Replacement Cost Repair/Replacement Date

12/5/11: Mailing ARS & forms. Box order# 1281428. df 12/20/11: Per Ilion - Trigger pull adjusted to below min. specs. Will follow down. Replace TA, clean & test fire @ 1/2 normal cost - quote. df 1/12/12: No response to quote. Called cust. No answer/No VM. Emailed quote to customer for appr & payment. df 1/16/12: Customer emailed. He disputes the quote, but the quote stands based on our exam. I'm waiting on a decision from customer. df 1/17/12: Customer sent an email - "Could you return my rifle asap, I have had the gun since it was brand new out of the box, I know I have not adjusted the trigger as I do not know how to do that. I need the gun for this coyote season, and will purchase an aftermarket trigger and have a smith install it. Please let me know when you will be returning my gun. Thank you. The sooner the better please." df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/19/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 22-250 REM HB
	Date Code		XB
	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; Not 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---	.005
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	PULL SET BELOW SPECS.
	Sub-Assembly	X-Mark Pro	

Fulcher, Dell Marie

From: dave wooding [dave87iroc@yahoo.com]
Sent: Monday, January 16, 2012 8:22 PM
To: Fulcher, Dell Marie
Subject: Re: david wooding 700 repair

Could you return my rifle asap, I have had the gun since it was brand new out of the box, I know I have not adjusted the trigger as I do not know how to do that. I need the gun for this coyote season, and will purchase an aftermarket trigger and have a smith install it. Please let me know when you will be returning my gun. Thank you. The sooner the better please.

From: "Fulcher, Dell Marie" <Dell.Fulcher@remington.com>
To: dave wooding <dave87iroc@yahoo.com>
Sent: Monday, January 16, 2012 7:18 AM
Subject: RE: david wooding 700 repair

Good morning,

Our exam found that someone adjusted the trigger to an unsafe level outside of the factory.

As a result the trigger will not function properly.

This is not a warranty issue and there is a charge for the repair.

As a gesture of goodwill the factory did quote at 50% off and is not charging for test firing or return shipping.

Sincerely,

Dell Fulcher | Consumer Affairs Administrator

Remington Arms Company, LLC

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Phone: 336.548.8686 | Fax: 336.548.7872 or 336.548.7883 | Email: dell.fulcher@remington.com

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis | EOTAC | Dakota Arms | Parker Gun

Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system.

From: dave wooding [mailto:dave87iroc@yahoo.com]
Sent: Friday, January 13, 2012 6:55 PM
To: Fulcher, Dell Marie
Subject: david wooding 700 repair

I just got your email regarding my 700 I sent in for warranty work, I was wondering why there is a bill for it, that is a brand new rifle that has has 5 rounds total through it. The gun went off with out me pulling the trigger this should not be my responsibility to fix. Also I had no idea this was going to take so long to get back, I need the rifle as soon as possible I have been needing it now for the past few weeks.

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 RE00250944	Serial Number / Description G6714589 Model 700 Center Fire Caliber: 22 -250 rem	Date Received: 12/17/2011 Estimate Date: 12/19/2011 Date Printed: 01/12/2012
Customer: DAVID WOODING 72 JOHN ST QUEENSBURY, NY 12804 US		Return To: DAVID WOODING 72 JOHN ST QUEENSBURY, NY 12804 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
trigger pull adjusted below min specs.will follow down.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-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0	.00	
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00	

Sub Total: 47.00
Est Sales Tax: 3.29
Grand Total: \$50.29

Fulcher, Dell Marie

From: postmaster@remington.com
To: dave87iroc@yahoo.com
Sent: Thursday, January 12, 2012 11:11 AM
Subject: Relayed: David Wooding - Repair# 250944

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

dave87iroc@yahoo.com

Subject: David Wooding - Repair# 250944

COPY

26"
XB12/07
2#
005

6994

December 5, 2011

David Wooding
72 John St
Queensbury, NY 12804
Phone: 518-636-9686

Ref: # 6994, Model 700

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request 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

enclosure

Serial Number:

G6714589

Model: 700



RE00250944

T. pull adjusted below min specs.
will follow down. replace TPA,
clean test fire at 1/2 normal
cost.

Amoke

RECEIVED
DEC 20 2011

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

BY:-----

Print

Reset

Model Number: 700		Serial Number: 66714589	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO Was a gift			
Name: David Woodring		Date of Purchase: Got as a gift 12/25/10	
Address (no PO Boxes):			
City: Queensbury		State: NY	Zip: 12804
Phone (Daytime): 518-636-9686		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) dave87100@yahoo.com			
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: Gun was brand new took out for the first time on 12/3/11 put 4 rounds through gun, Reloaded on the 5th round I cycled the bolt and was taking aim down range took the safety off and gun fired with out pulling the trigger.			
500 characters left			
Ammunition Information:			
Manufacturer: Remington		Type: Express rifle 22-250	
Other (i.e. bullet weight/type, shot size, powder): 55 GR.			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

ARS LABEL REQUEST FORM

DATE:	12/05/2011	Service Request #	SR00005794
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	I WILL MAIL LABEL

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

DAVID WOODING
72 JOHN ST
QUEENSBURY, NY 12804 US
SR00005794

Email:

RETURN ITEM TO:

ILN

Arms Services



4XX596 DEC 6, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067920204
REF 1:SR00005794
REF 2:

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:
DV 0.00 COD 0.00 SVC T/P USD
DC 0.00 DGD 0.00 RS 0.50
AH 0.00 PR 0.00 SD 0.00
TOT PUB CHG 7.94 PUB+HANDLING 7.94

ATTN: Product Service







