

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7349

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
262983/262978	3/24/2012	1/31/2012	3/26/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jason	Cole	2002 Red Fox Rd	Austin	TX	78734		H 512-923-5915 E G.DAWN@YAHOO.COM

Incident Information

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

1/31/12 Per email from J. Tatum (CSR), apparently she spoke to Chuck about 3 weeks ago and he was suppose to send her a label to get these guns back in, they are going off without you touching them. 700 7mm ultra mag E6719387 700 30-06 6891125 This woman is very upset that she has not received any paper work. John asked me to see if you all had a case. He says it should have probably come to you guys. She is upset; she is having to pay shipping cost on defective guns; her husband is dead and left her with no money. etc, etc. Her father-in-law is after her to get this stuff done.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM RUM	n/a	E6719387	BV	1/30/2001 12:30:31 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD	TWO PIECE BASE	U			

CONCERN: FSR

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6891125	WZ	8/22/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	SOUTHERN GUN MIAMI FLA	SCOPE BASE	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
Replace TPA, clean, test one at BLSM program price, newer model at 1/2 normal						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.40	3/30/2012				

1/31/12 Emailing ARS labels.cm 3/20 Emailed tracking number that was used for shipment to Ms. Cole. She's upset that I could not change the address that it is to return to and she thinks all work will be covered no charge and that this is a recall. I mentioned that we would inspect these and contact them about the results. One has a bolt-lock and she may be confusing that as a recall.cm 3/30/12 Per Ilion, older 700 has a bolt lock and trig assm very dirty. Could not duplicate concern. Replace TPA, clean, test at BLSM program price. 2001 Model 700 trigger assm was dirty and had some light rust. Could not duplicate concern. Offer to replace TPA, clean, test at 1/2 normal.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner		B.TRAVIS
	Exam Date		3/26/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 7MM RUM
	Date Code		BV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	010
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,SOME LITE RUSTING
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/26/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		22" 3006 SPRG
	Date Code		WZ

Barrel	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---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE





#17349

**Mitchell, Christy**

---

**From:** Tatum, Julia L.  
**Sent:** Tuesday, January 31, 2012 12:57 PM  
**To:** Fulcher, Dell Marie; Mitchell, Christy  
**Subject:** 700's going off on their own

Do you have a case on Ms. Jason Cole (Dawn) at 2002 Red Fox Road Boston, TX #512-923-5915?

Apparently she spoke to Chuck about 3 weeks ago and he was suppose to send her a label to get these guns back in, they are going off without you touching them.

700 7mm ultra mag E6719387  
700 30-06 6891125

This woman is very upset that she has not received any paper work. John asked me to see if you all had a case. He says it should have probably come to you guys.  
She is upset; she is having to pay shipping cost on defective guns; her husband is dead and left her with no money. etc, etc. Her father-in-law is after her to get this stuff done. She sounds truly disturbed and agitated.

Thanks,  
**Julia Tatum** - Consumer Service Representative  
**Remington Arms Company, Inc**  
870 Remington Drive, PO Box 700 Madison, NC 27025  
Phone: 800.243.9700 Ext. 8258 Fax: 336.548.7801  
Email: [Julia.Tatum@Remington.com](mailto:Julia.Tatum@Remington.com)

SR 8630  
SR 8631

## ARS LABEL REQUEST FORM

<b>DATE:</b> 01/31/2012	<b>Service Request #</b> SR00008631
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> mitchelcs	<b>email address:</b> Charles.Stewart@remington.com

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
------------------	---

### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	JASON COLE 2002 FOX RD AUSTIN, TX 78734 US SR00008631  Email: G.DAWN@YAHOO.COM
<b>RETURN ITEM TO:</b>	<b>ILN</b>  Arms Services

```

4XX596 JAN 31, 2012 ACT WT 10.0 LBS #PK 1
SVC GNDCOM BL WT 10.0 LBS
TRACKING# 1Z4XX5969067560586 ALL CURRENCY USD
REF 1:SR00008631
REF 2:
HANDLING CHARGE 0.00 FRT: 3RD
SHIPMENT PUB RATE CHARGES: SVC T/P USD
DV 0.00 COD 0.00 RS 1.00
DC 0.00 DGD 0.00
AH 0.00 PR 0.00 ROD 0.00
TOT PUB CHG 12.76 PUB+HANDLING 12.76
    
```

<b>ATTN: PRODUCT SERVICES</b>	
-------------------------------	--

## ARS LABEL REQUEST FORM

DATE: 01/31/2012	Service Request # SR00008630
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	email address: Charles.Stewart@remington.com

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
------------------	---

### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	JASON COLE 2002 FOX RD AUSTIN, TX 78734 US SR00008630  Email: G.DAWN@YAHOO.COM
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services

4XX596 JAN 31, 2012 ACT WT 10.0 LBS #PK 1  
 SVC GNDCOM BL WT 10.0 LBS  
 TRACKING# 1Z4XX5969066754173 ALL CURRENCY USD  
 REF 1:SR00008630  
 REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COD 0.00 RS 1.00
DC 0.00	DGD 0.00
AH 0.00	PR 0.00 ROD 0.00
TOT PUB CHG 12.76	PUB+HANDLING 12.76

<b>ATTN: PRODUCT SERVICES</b>
-------------------------------

**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.

<b>Repair Number</b> RE00262978	<b>Serial Number / Description</b> 6891125 Model 700 <u>Center Fire 30-06 sprg</u>	<b>Date Received:</b> 03/24/2012 <b>Estimate Date:</b> 03/26/2012 <b>Date Printed:</b> 05/04/2012
<b>Customer:</b> JASON COLE 2002 RED FOX RD AUSTIN, TX 78734 US	<b>Return To:</b> JASON COLE 2002 RED FOX RD AUSTIN, TX 78734 US	

Please Circle One:  
 VISA MC DISCOVER Card No. \_\_\_\_\_ Exp.Date \_\_\_\_\_  
 Open Account: R \_\_\_\_\_ PO Number: \_\_\_\_\_

Approval Signature: Mrs Jason Cole Date: 5-14-12  
 Daytime Phone: (512) 923-5915 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 assm very dirty.could not duplicate concern.replace trigger plate assm, clean and test fire under bolt lock program for \$20.00 + shipping

Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000116	Service	GR-LABOR	20	Billable	20	1.00	0	20.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

Received Date: MAY 24 2012  
 CSR: Charles  
 Response Date: \_\_\_\_\_  
 Response/File: \_\_\_\_\_

**Sub Total:** 37.00  
**Est Sales Tax:** 2.50  
**Grand Total:** \$39.50

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.

<b>Repair Number</b> RE00262983	<b>Serial Number / Description</b> E6719387 Model 700 RIFLE 7MM REM ULTRA MAG	<b>Date Received:</b> 03/24/2012 <b>Estimate Date:</b> 04/23/2012 <b>Date Printed:</b> 05/04/2012
<b>Customer:</b> JASON COLE 2002 RED FOX RD AUSTIN, TX 78734 US	<b>Return To:</b> JASON COLE 2002 RED FOX RD AUSTIN, TX 78734 US	

Please Circle One:  
 VISA MC DISCOVER Card No. \_\_\_\_\_ Exp. Date \_\_\_\_\_  
 Open Account: R \_\_\_\_\_ PO Number: \_\_\_\_\_

Approval Signature: Mrs Jason Cole Date: 5-14-12  
 Daytime Phone: (512) 723-5915 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 asm dirty and some lite rust.could not duplicate concern.replace trigger plate asm,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
F305572B	Part	700 X-MARK PRO TRIG ASSB LH BLACK (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.60	50	11.50

*\$20522-060070*

Sub Total: 28.50  
 Est Sales Tax: 1.92  
 Grand Total: \$30.42













