

Remington Arms Co., Inc.
Product Service
Legal Case #:7593

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
265144	4/18/2012	4/19/2012	4/19/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Elizabeth	Morin	10080 E. Mountain Lake Dr. Unit 366	Scottsdale	AZ	85258		H 480-234-8497

Incident Information

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

SR# 12172 - Reason for Return: Bolt Lock Modification. Service Request Section: Customer states the rifle has fired several times when safety is moved off. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM STW	27502	S6321797	PR	1/8/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	REM ARMS-MADISON NC		N			

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

4/26/12: Per Ilion - Could not duplicate concern. TA dirty, set screws altered, trigger not returning properly. Can offer to replace TA, clean & test fire at 1/2 normal cost - quote. df 4/26/12: Boyfriend, Mike Ward, called in & stated they did not want to pay the quote & wants gun R as R. He stated we are not being ethical and we must have removed the sealant from the set screws because the trigger has never been adjusted. He was irate. I explained that the repair is under Elizabeth Morin's name only & would have to speak with her. I sent the Trigger Liability Waiver form to her Overnight because Mr. Ward stated they needed the rifle back as soon as possible. df 4/26/12: Elizabeth Morin called me. She wants to pay for repair & will call back on 4/27 with payment. I explained the Waiver had already been mailed out so when she received it - she could destroy it. df 4/27/12: Customer emailed & stated that payment would be sent soon so she can get the rifle fixed. Email Ref# 120426-000073. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/19/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
	Description		26" 7MM STW SS FL HB
	Date Code		PR

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	SLUGGISH
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	Non-ISS	
Sear	Lift	--Select--	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,TRIG NOT RETURNING PROPERLY
	Pull	--Select--	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

Reference #
120426-000073
Status
Waiting
Assigned To
Administrators
Dell -
Product
Firearms
SLA
Not specified
Queue
CSR
Date Created
04/26/2012 06:44 PM
Date Initial Solution Response
04/27/2012 08:37 AM
Last Updated
04/27/2012 02:41 PM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
0 (on -3 to +3 scale)

please forward to Theodore Torbeck**Discussion Thread****Response (Dell -)**

04/27/2012 02:41 PM

Thank you Ms. Morin. I will notate the repair.

Sincerely,
Dell**Customer (1 Mike)**

04/27/2012 01:40 PM

Thanks for your response we will get the payment in soon so we can get the gun fixed. Elizabeth Morin

Response (Dell -)

04/27/2012 10:13 AM

Dear Ms. Morin,
Our Product Services Dept at our factory completed a thorough exam of your firearm.
Here are the facts...

1. This firearm was manufactured in January 1998. The Trigger Assembly is dirty, set screws altered outside of the factory & trigger pull is 3 pounds, the dirt & alterations are causing the trigger assembly to not return properly.

2. This is not a manufacturers defect. We are offering to replace the trigger assembly, clean and test fire at a 50% discount. The factory mailed a quote to you for \$94.66.

If you decide that you do not want the work done - please review and sign the Waiver Form that was sent to Elizabeth Morin. Fed Ex will deliver that paperwork to you today by 3pm according to their website.

I was not unprofessional in any way during our conversation with Ms. Morin or with Mr. Ward. I simply explained what we found and went over the quote. However, Mr. Ward accused the company of charging for the repair due to a slow economy and he also accused us of tampering with the set screws and altering the trigger - those accusations are uncalled for and false.

Sincerely,
Dell
Consumer Affairs Administrator**Note (Danny -)**

04/27/2012 09:53 AM

Dell and Christy

Customer (1 Mike)

04/27/2012 09:43 AM

Could we please get management to look at this. Elizabeth Morin

Response (Danny -)

04/27/2012 08:37 AM

Ted Torbeck is no longer with the company and has not been for some time now. Our Product Services Department is who handles this. They can be reached at 1-800-243-9700 ext. 2129 Mon - Fri 9-5 EST.

Customer (1 Mike)

04/26/2012 06:44 PM

We are the owners of a 7mm Remington Sendaro. We had a problem with the gun firing when switched from safety to fire. We sent it to the NY facility as requested! They have asked that we pay to have the trigger fixed. This trigger was never touched I know this because we purchased it off a very good friend who we have contact with often. We delt with a girl named Delmarie Ex 2129. (Very unprofessional) Not only did she not solve problems but wants us to pay to fix a problem inherent in the gun. Tried to talk to a manager on three separate occasions and was disconnected. Have been a Remington fan for a long time.

This gun scares me now I don't trust it. We don't expect a new Sendaro because this ones not new. But at lease fix it at no charge. Or give us a choice of another one of same value.

Thank You
Elizabeth Morin
Scottsdale Az 85258**Primary Contact****First Name:** 1
Last Name: Mike
Organization:**Login:** mike@sonoranpest.com
Title:
Contact Type:**Email:** mike@sonoranpest.com
Email - Alternate #1:
Email - Alternate #2:**Office Phone:**
Mobile Phone:
Fax:http://remington.custhelp.com/cgi-bin/remington.cfg/php/admin/display/inc_print.php?p_si... 4/27/2012



ShipRequest™



Ship To: ELIZABETH MORIN
Company:
Address 1: 10080 E MOUNTAIN LAKE DRIVE
Address 2: UNIT 366
Address 3:
City: SCOTTSDALE
State/Province: Arizona
ZIP/Postal Code: 85258
Country: United States
email:
Phone:
Account: 19256-8820010
Package Type: Package
Address Type: Commercial
Deliver By: Fri, April 27, 2012
Package ID: 1145

Special Instructions:

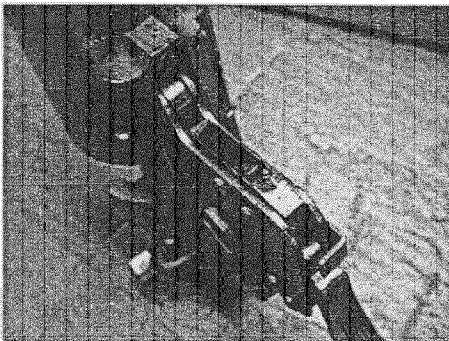
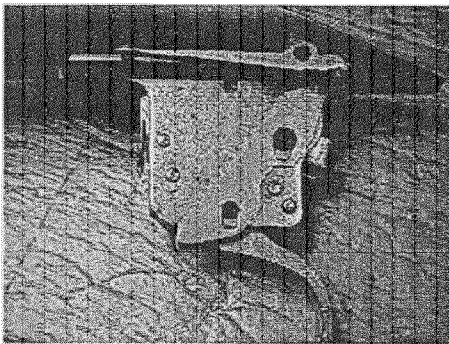
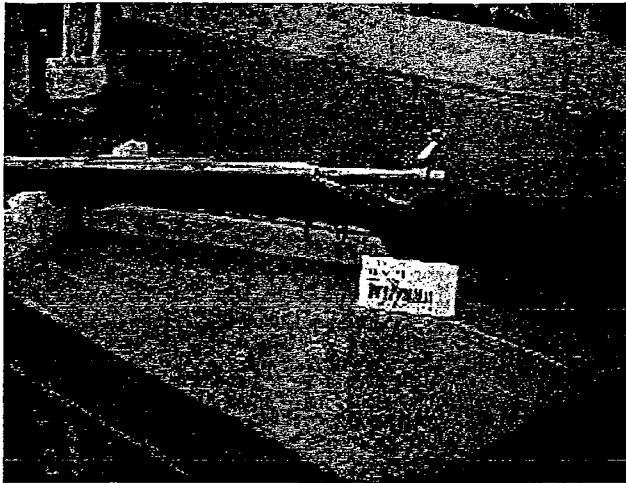
NEXT DAY AIR

Sender Name: Dell Marie Fulcher
email:
Prepared By: LISA RICE
Phone:

Date: 04-26-12 0 lb 2.3 oz
Acct # : 19256-8820010
Cust # : 0DL0000007364
Zip/Zone: 85258 / 8
Trk # : 793501104553
Pkg ID #: 1145
Service : FedEx Standard Overnight®

Base \$	10.81
Spc S:\$	1.51
Addl \$	0.00
Total \$	12.32

Delivery
4/27 by
3pm



COPY

April 26, 2012

Elizabeth M. Morin
10080 E. Mountain Lake Dr.
Unit 366
Scottsdale, AZ 85258

Dear Ms. Morin,

Attached is a waiver that will need to be signed and returned before we can release your trigger. Please sign and return to me at your earliest convenience. You can scan and email it back to me as well as fax or mail. Following is my contact information.

We appreciate your patience and cooperation. If you have any questions, call 800-243-9700, ext 8686, Monday-Friday 9-5 ET.

Sincerely,
Dell Fulcher
870 Remington Dr
PO Box 700
Madison, NC 27025
800-243-9700, ext 8686
Fax: 336-548-7872
Email: dell.fulcher@remington.com

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

COPY

Liability Waiver

April 26, 2012

Dear Ms. Morin,

We have received the following firearm:
Model 700, Caliber: 7mm STW, Serial number S6321797

We have examined your firearm and determined that the Fire Control Mechanism (Trigger Assembly) is in need of replacement due to adjustments made outside the factory. In its current condition we feel that the rifle cannot be operated in a safe manner and should not be used. As such, we recommended to you via repair # 265144 that we replace the Trigger Assembly. We offered to install the new Trigger Assembly at a reduced price.

You have decided to not have us replace the Trigger Assembly but have requested that your original be returned to you in its current state. We will return it provided that you sign this document verifying that:

- You understand that it is Remington's opinion that this trigger is currently not in a safe condition.
- You have been informed by Remington that the trigger should not be used until the Trigger Assembly is properly repaired or replaced by a Remington Authorized Repair Center or by Remington Arms Company, Inc.

Sign below:

Elizabeth M. Morin

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com

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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

26
PR6/9
3#
1013

Service Request Number: SR00012172
Serial Number / Description: S6321797
Model 700 RIFLE

Date of Request: 02/07/2012
Date Printed: 03/29/2012

Customer:
ELIZABETH M. MORIN
10080 E MOUNTAINVIEW LAKE DRIVE UNIT 366
SCOTTSDALE, AZ 85258 US

Destination:
Arms Services
14 Hocfler Ave
Ilion, NY 13357 US

Email:

Email:

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:
M240 - BOLT LOCK SAFETY MODIFICATION

Service Request Section:
Customer states the rifle has fired several times when safety is moved off.

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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S6321797
Model: 700



RE00265144

RECEIVED
APR 26 2012

BY:.....

could not duplicate concern.
T.A. dirty, set screws altered,
TRIG. not returning properly.
CAN offer to replace TPA, clean
& test fire at 1/2 normal cost.

Quote

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
Grand Total: \$.00



