

Remington Arms Co., Inc.
Product Service
Legal Case #:7507

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
264605	4/11/2012	3/20/2012	4/12/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jesse	Schmid	6618 Mogollon Trail	Happy Jack	AZ	86024		C 928-202-7672 F 928-477-2389

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				

3/20/12: Customer called in. He stated that he had a FSR with rifle in 2004 & then put it away. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	700/270 WIN	29708	S6210989	WM	8/27/1992
Date Purchased	Where Purchased	Accessories	Original Owner			
	PHOENIX WHLSE SPORTING SUPPLY INC		Y			

CONCERN: FSR

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
Per Ilion - Quote to repair						

Repair/Replacement Cost Repair/Replacement Date

3/20/12: Mailing ARS & forms. Box order# 1326763. df 4/17/12: Per Ilion - Could not duplicate concern. Bolt is binding in action. Can offer to check over, replace TA, clean & test @ 1/2 normal cost - quote. Faxed quote to customer for appr & payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/12/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN SS
	Date Code		WM
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	MISSALIGNS AND CONTACTS REC DURING FUNCTIONING

Bolt	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	DIRTY,HAS A STICKY SUBSTANCE ON ACTION
	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---	.015
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

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:	04/11/2012
RE00264605	S6210989	Estimate Date:	04/12/2012
	Model 700 RIFLE Caliber: 270 WIN	Date Printed:	04/17/2012

Customer:
JESSE SCHMID
6618 MOGOLLON TRAIL
HAPPY JACK, AZ 86024 US

Return To:
JESSE SCHMID
6618 MOGOLLON TRAIL
HAPPY JACK, AZ 86024 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	Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

* Technician Comments *

could not duplicate concern.bolt binds closing.can offer to replace trigger plate assm,check over,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
F305571B	Part	700 X-MARK PRO TRIG ASSB RH SILVER (OS)	1	Billable	1	94.00	50	47.00
4000114	Service	GR-SHIPING & 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: 2.59

Grand Total: \$78.09

TRANSMISSION VERIFICATION REPORT

TIME : 04/17/2012 09:54
 NAME :
 FAX : 3365487823
 TEL :
 SER. # : BROCOJ148005

DATE, TIME
 FAX NO. / NAME
 DURATION
 PAGE(S)
 RESULT
 MODE

04/17 09:54
 19284772389
 00:00:29
 01
 OK
 STANDARD
 ECM

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

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JESSE SCHMID
 6618 MOGOLLON TRAIL
 HAPPY JACK, AZ 86024 US

Return To:

JESSE SCHMID
 6618 MOGOLLON TRAIL
 HAPPY JACK, AZ 86024 US

Please Circle One:

VISA MC DISCOVER Card No. _____ Exp. Date _____
 Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____

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22"
WMS/92
5-4
015

COPY

7507

March 20, 2012

Jesse Schmid
6618 Mogollon Trail
Happy Jack, AZ 86024
Phone: 928-202-7672

Ref: # 7507, Model 700, Serial # S6210989

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our facility 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

RECEIVED
APR 16 2012

enclosure

BY:.....

Number:

S6210989

Model: 700



RE00264605

could not duplicate concern.
Bolt is binding in action. can
often to check over, replace
TPA, clean + test 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

Model Number: 700 Rifle Caliber .270		Serial Number: 56210989	
Name: Jesse Schmid		Date of Purchase: 1992	
Address (no PO Boxes): 6618 Magellan Trail			
City: Happy Jack		State: AZ	Zip: 86024
Phone (Daytime): 928-202-7672		Fax: 928-477-2389	
E-mail Address:			
Please describe your problem:			
<div>Rifle will fire when safety is disengaged.</div> <div>500 characters left</div>			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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.			
:: 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.			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

ARS LABEL REQUEST FORM

DATE: 03/20/2012	Service Request # SR00015700
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
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LABEL INFORMATION

MAIL LABEL TO:	JESSE SCHMID 6618 MOGOLLON TRAIL HAPPY JACK, AZ 86024 US SR00015700 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 MAR 21, 2012 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067008405
 REF 1: SR00015700
 REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRGS:		
DV 0.00	COD 0.00	SVC T/P USD RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AP 0.00	PR 0.00	SP 0.00
TOT PUB CHG 13.46	PUB+HANDLING	13.46

ATTN: Product Service



IS6210989
MAY 700
RE00204605



