

Remington Arms Co., Inc.
Product Service
Legal Case #:7387

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
258214	2/10/2012	2/13/2012	2/13/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	WalMart #950		WalMart #950	8400 Hwy 64	Bartlett	TN	38133		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Fires on safe Concern:1028 Fired With Safe ON			
C				

2/24/12 Per note on SR, fires on safe.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25955	G6296429	BX	1/24/2003 1:33:45 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR		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 at no charge under warranty. Will need BOA to complete repair						

Repair/Replacement Cost	Repair/Replacement Date
47.40	2/28/2012

2/24/12 Per lilon, trigger assm dirty. Trigger and pin rusty causing trigger to bind. Can offer to replace TPA, clean, test at 1/2 normal cost. Will need BOA to complete repair.cm 2/28 WalMart sold this rifle new in 2011. Will cover repair no charge under warranty as goodwill towards WalMart.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/13/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code		BX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Not Functioning	REC'D LESS BOLT ASSM
	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--	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG AND PIN RUSTED TRIG IS BINDING
	Pull	--Select--	N/A
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: smp

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.**

22"
BX1/03
009

Service Request Number SR00011006	Serial Number / Description G6296429 Model 700 RIFLE	Date of Request: 01/26/2012 Date Printed: 01/26/2012
Customer: WAL-MART, #950 8400 HWY 64 BARTLETT, TN 38133 US	Destination: Arms Services 14 Hoeffer Ave Ilion, NY 13357 US	
Email: 901-388-6101	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.

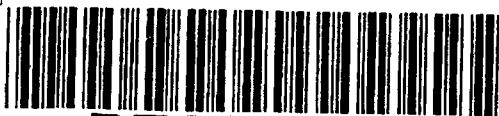
Reason For Return
M240 - BOLT LOCK SAFETY MODIFICATION

Service Request Section
fires on safe JTT

sent ARS

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:
G6296429
Model: **700**



RE00258214

RECEIVED
FEB 15 2012
BY:

T.A. dirty. Trig. + pin rusty
causing trig to BIND. CAN
often to replace T.A. check
Test at 1/2 norm. cost
will need B.O.A. to complete
repair.

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



CLAIM NO.

NOTIFICATION OF CLAIM

702 SW 8th Street
Bentonville, Arkansas 72716-8003

TO: SMP
Arms Services
14 Hoefler Ave
Lion, NY 13357
(SHIPPING ADDRESS ABOVE)

FOR INTERNAL USE ONLY

STORE NO.	DEPT. NO.	CLAIM DATE
0950	9	2/6/12


LINE A	P.O. NUMBER	INVOICE DATE	INVOICE NO.
		// //	
	(PRINT CLEARLY)		

**For type (1) only use claim date as invoice date,
claim number as invoice number.**

INSTRUCTIONS

1. This form can only be used to chargeback the Supplier for a) Errors on the invoicing of ship and bill (direct from supplier) merchandise. b) For inner carton concealed shortages on damages. c) For return of merchandise to the Supplier or d) For any authorized Supplier chargeback.

(1) <input type="checkbox"/> MDSE. (Code 93) RETURN	Defective <input type="checkbox"/>	Authorization No. _____	Carrier _____
	Recall <input type="checkbox"/>		Mailer _____
	Overstock <input type="checkbox"/>	Other Authorization _____	U.P.S. No. _____
	Repair & Return <input type="checkbox"/>	No Supplier Response _____	Return Date <u>11</u> / <u>1</u> / <u>81</u> A.O.D. # _____
	Other _____	(MDSE DISPOSITION)	(\$25 Minimum)

(2) ☐ Freight Bill signed short or damage  Cases Received _____ Carrier _____
Cases Per Ft. Bill _____ Freight Bill No. _____

(3) ☐ Invoiced But Mdsd. not received (Supplier to send P.O.D.) (Code 25)
 (4) ☐ CONCEALED SHORTAGE (SEE BELOW) (Code 21)
 (5) ☐ PRICE OVERCHARGE (Code 11)
 (6) ☐ INCORRECT FREIGHT (Code 47)
 (7) ☐ OTHER (Code 99)

SUPPLIER: A debit to your account has been made for the reason indicated → ☐ ONE REASON PER CLAIM

ITEM NUMBER/ REACT # (UPC)	QTY.	DESCRIPTION OF ITEM/EXPLANATION OF CLAIM	UNIT COST	EXTENDED COST	UNIT RETAIL	EXTENDED RETAIL
		upc#				
		4770025955				
		#				
		model 700				
		serial# 66296429				
		Fire alarm system				
		not for sale				

10% HANDLING CHARGE (DEFECTIVES ONLY)

TOTAL RETAIL	→ 518.00
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*OTHER

**TOTAL
DEDUCTION**

← TOTAL COST

NOTE: A Concealed Shortage is the difference between a Supplier's Packing Slip and that which is counted. All concealed shortages must be verified by a salaried manager.

CONCEALED SHORTAGE VERIFIED BY

FROM:

(STORE STAMP)

PREPARED BY

STORE MANAGER

WMA-16
REV. 4-11

TO SUPPLIER WITH MDSE

PS 29467

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:	02/10/2012
RE00258214	G6296429	Estimate Date:	02/13/2012
	Model 700 RIFLE 30-06 sprg less bolt	Date Printed:	02/28/2012

Customer:

WAL MART
702 SW 8TH STREET
BENTONVILLE, AR 72716 US

Return To:

WAL-MART, #950
8400 HWY 64
BARTLETT, TN 38133 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	MI02 - BALANCE OF FIREARM IS NEEDED TO PERFORM PROPER REP/ M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments
trigger assm dirty.trigger and pin rusty causing trigger to bind.can offer to replace trigger plate assm, clean and test fire at 1/2 normal cost. will need the bolt assm to complete repair.

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	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: 3.49

Grand Total: \$78.99

TRANSMISSION VERIFICATION REPORT

TIME : 02/28/2012 15:29
NAME :
FAX : 3365487823
TEL :
SER.# : BROCAJ148005

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

02/28 15:29
19013824885
00:00:35
02
OK
STANDARD
ECM

Remington.

FACSIMILE TRANSMITTAL SHEET

To: Beth Morgan Date: 2/29/12
Company: Wal Mart From: Christy Mitchell
Fax No.: 901-382-4885 Fax No.: _____
Phone No.: _____ Phone No.: 800-243-9700 x8684

Number of pages including Cover Sheet: _____

COMMENTS:

RE: Repair # 258214

Ms. Morgan, please include a copy of
the following with the bolt to ensure
they match it to the correct rifle.

Ship the bolt to: Remington Arms

Attn: ARMS-RE 258214





