

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9603

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
331121	12/16/2013	12/2/2013	12/17/2013	11/30/2013			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kent	Anderson	405 Cannongate Rd.	Kingsport	TN	37660		H 423-247-4720 E armgianderson@chartertn.net

## 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				

12/2/13: Customer called in. He stated the rifle fired on safe release on 11/30/13. He stated it happened 3 times - no damage, no injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	27385	G6883669	WD	8/10/2009 12:49:23 PM

  

Date Purchased	Where Purchased	Accessories	Original Owner
	MAHONEY'S SPORTSMANS PARAD		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 - Repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

12/5/13: Mailed ARS, letter, SR paperwork. Box order# 1570858. df 12/19/13: Could not duplicate concern as received. Mag box out of position when received. To restore confidence in rifle - will replace TA, check over & test at n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 7MM REM MAG
	Date Code		WD
	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		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	

# Quotation

# Estimating Report

Parts and Repairs: P:/F:

Page: 1

**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.**

**Remington disclaims all warranties concerning legality of a firearm's configuration under applicable state, county & local laws or regulations. Consumers are advised to check their local laws to determine whether certain firearm features are lawful.**

**Customer:**

KENT ANDERSON  
405 CANNONGATE RD.  
KINGSPORT, TN 37660 US

**Item Return To:**

KENT ANDERSON  
405 CANNONGATE RD.  
KINGSPORT, TN 37660 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.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>	12/16/2013
RE00331121	G6883669	<b>Estimate Date:</b>	12/17/2013
	Model 700 Center Fire Caliber: 7 MM REM MAG	<b>Date Printed:</b>	1/14/2014

**Problems**

**Reported**

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Found**

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments**

could not duplicate concern. magazine box was out of position when received. to restore confidence in rifle will replace trigger assembly. check over an test fire at no charge

Material	Type	ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.) Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount
F306371B	Part	700 XMP EA TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0	.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

**Sub Total:** .00

**Est Sales Tax:** .00

**Grand Total:** \$ .00

# Remington®

2611  
WD 8/09  
3#  
013

COPY

December 3, 2013

9603

Kent Anderson  
405 Cannongate Rd.  
Kingsport, TN 37660  
Phone: 423-247-4720

Ref # 9603, Model 700, Serial # G6883669

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. This shipping label is for a UPS Hub or UPS Terminal or a UPS driver can scan the label and ship the package for you. 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.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co, LLC  
Phone: 1-800-243-9700 ext 8686  
Fax: 336-548-7872

RECEIVED  
DEC 19 2013

BY:.....

Serial Number: G6883669

Model: 700



RE00331121

could not dup. as rec'd.  
mag. Bot Out of Pos. when  
rec'd. to restore cord.  
m. rifle will rep. to check  
o. dev. to ST AT N/C

#260974

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

[www.Remington.com](http://www.Remington.com)

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.**

<b>Service Request Number</b>	<b>Serial Number / Description</b>	<b>Date of Request:</b>	12/05/2013
SR00070089	G6883669	<b>Date Printed:</b>	12/05/2013
	Model 700 RIFLE		
<b>Customer:</b>		<b>Destination:</b>	
KENT ANDERSON		Arms Services	
405 CANNONGATE RD.		14 Hoefler Ave	
KINGSPORT, TN 37660 US		Ilion, NY 13357 US	
<b>Email:</b>		<b>Email:</b>	

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

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

## Service Request Section

Product Service # 9603. dmf

## Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Fires when safety is taken off.  
It did 3 different times.

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

<b>Model Number:</b> 700		<b>Serial Number:</b> G6883669	
<b>Name:</b> Kent Anderson		<b>Date of Purchase:</b> 2011	
<b>Address (no PO Boxes):</b> 405 Canongate Rd.			
<b>City:</b> Kingsport		<b>State:</b> TN	<b>Zip:</b> 37660
<b>Phone (Daytime):</b> 423-247-4720		<b>Fax:</b>	
<b>E-mail Address:</b> armgianderson@chartertn.net			
<b>Please describe your problem:</b> Going to shoot deer to safety off Gun fired. next day going to shoot Coyote to safety off Gun fired went to TRUCK unloaded Gun took Safety off Bolt fired			
500 characters left			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<b>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.</b>			
:: 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 <del>INSURED</del> firearm by either <del>UPS or Parcel Post</del> . Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.			

Use our  
UPS label

## ARS LABEL REQUEST FORM

DATE:	12/05/2013	Service Request #	SR00070089
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:	KENT ANDERSON 405 CANNONGATE RD. KINGSPORT, TN 37660 US SR00070089  Email:
RETURN ITEM TO:	ILN Arms Services



4XX606 DEC 5, 2013 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5989068357101  
REF 1:SR00070089  
REF 2:

HANDLING CHARGE 0.00		
SINGLE - PIECE PUB RATE	CHRGs:	SVC T/P USD
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.34		PUB + HANDLING 10.34

ATTN: Product Service









