

Remington Arms Co., Inc.
Product Service
Legal Case #:9004

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
n/a		6/24/2013	7/23/2013	6/24/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Zeph	Quirl	6910 East 2000 North	Teton	ID	83451		W 208-496-4536 C 208-317-4474 E quirlz@byui.edu

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4039	No Fault Found		
S FBC	Concern:1008	Fired on Bolt Closing	Unknown	
C				

6/24/13: Right Now Technology email, Ref# 130624-000023. Customer stated he bought rifle new, took it out of the box & the trigger pull was 5 lbs, he adjusted it down 1 turn, raised the bolt handle to cock the rifle, closed the bolt & the firing pin dropped without touching the trigger at all. He said after the bolt handle is raised & closed several times, the sear will catch & the rifle will remain cocked. He said he is disappointed & wanted to know if we could sent him a new trigger. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84203	RR41404B		1/29/2013 12:51:03 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS, LLC		Y			

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 Derek Watkins - Rifle is not malfunctioning						
	Repair/Replacement Cost	Repair/Replacement Date				

6/24/13: I replied to Mr. Quirl's email and offered to send shipping label to have rifle come into Product Service for exam. I requested the serial number of the rifle along with his mailing address & phone number, etc. I am waiting on a reply. df 6/26/13: Mr. Quirl replied to my email with his information. I mailed letter, ARS label and form to customer - gun going to Derek Watkins for exam. df 7/16/13: Gun delivered to E-town on 7/9/13. Derek is out of

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9004&Type=... 7/29/2013

town on business & will return on 7/18/13. Emailed Derek for exam update. Called customer & explained the delay in exam results. df 7/19/13: Derek Watkins will do the exam & get back w/me on results asap. Customer called looking for results on gun exam. df 7/22/13: Emailed Derek for exam results. df 7/23/13: Derek Watkins completed his exam - "The examination of Mr. Quirl's rifle is complete. It functions as designed. The M700 is designed such that you must move the bolt rearward to allow the sear to cock after it has been discharged. If the bolt is held forward while the handle is raised and lowered (as he described) the sear will not engage and the firing pin will follow down when the bolt handle is lowered. The rifle is not malfunctioning". I called cust., went over exam, customer was happy w/our findings & is looking forward to getting his rifle back. df 7/29/13: UPS Tracking # 1Z82956WA845229160. I called customer & gave UPS Tracking # with update on delivery for 7/30/13. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Fulcher, Dell Marie

From: Watkins, Derek L.
Sent: Tuesday, July 23, 2013 2:50 PM
To: Fulcher, Dell Marie
Subject: RE: Zeph Quirl - PS Case# 9004

Dell,

The examination of Mr. Quirl's rifle is complete. It functions as designed. The M700 is designed such that you must move the bolt rearward to allow the sear to cock after it has been discharged. If the bolt is held forward while the handle is raised and lowered (as he described) the sear will not engage and the firing pin will follow down when the bolt handle is lowered. The rifle is not malfunctioning.

Thanks,

Derek L. Watkins
315 W. Ring Road,
Elizabethtown, KY 42701
Phone 270.769.7656
Cell 336.698.5723
Fax 270.737.9576
derek.watkins@remington.com

From: Fulcher, Dell Marie
Sent: Monday, July 22, 2013 3:25 PM
To: Watkins, Derek L.
Subject: RE: Zeph Quirl - PS Case# 9004

Good afternoon,
Let me know if you have the gun exam for Mr. Quirl.
He called Friday afternoon looking for answers.

Thanks,
Dell Marie Fulcher | Consumer Affairs Administrator
Remington Arms Company, LLC
870 Remington Dr., PO Box 700, Madison, NC 27025-0700
Phone: 1.800.243.9700 | Phone: 336.548.8686 | Fax: 336.548.7872 or 336.548.7883 |
Email: dell.fulcher@remington.com

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms | DPMS
/ Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis |
Dakota Arms | Parker Gun | Para USA

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From: Fulcher, Dell Marie
Sent: Tuesday, July 16, 2013 12:03 PM
To: Watkins, Derek L.
Subject: Zeph Quirl - PS Case# 9004
Importance: High

Looks like UPS delivered customer's gun on 7/9.
Serial # RR41404B

Customer called this morning looking for an update on gun exam & resolution.

I explained that I would contact him as soon as I hear from you on the exam and you would be back in the office on Thursday.

Thanks,

Dell Marie Fulcher | Consumer Affairs Administrator
Remington Arms Company, LLC

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: 1.800.243.9700 | Phone: 336.548.8686 | Fax: 336.548.7872

or 336.548.7883 | Email: dell.fulcher@remington.com

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Tracking Number

Track

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Other Tracking Options

Tracking Detail

Like 904k

Print Help



Share

1Z4XX5969066874436

Updated: 07/16/2013 11:56 A.M. Eastern Time

Delivered

Delivered On:

Tuesday, 07/09/2013 at 1:02 P.M.

Left At:

Dock

Signed By:

WADE

[Proof of Delivery](#)

Never track again! Get **FREE**
alerts for all packages
coming to your home.

Continue

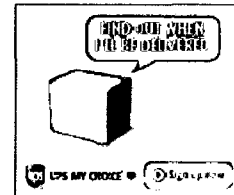
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Shipping Information

To:

ELIZABETHTOWN, KY, US

Shipped By

UPS Ground

Additional Information

Type:

Package

Weight:

15.00 lbs

Shipment Progress

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1009

Reference # 130624-000023
Status Waiting
Assigned To Administrators Dell -
Product Firearms Centerfire Rifles
SLA Not specified
Queue CSR
Date Created 06/24/2013 12:14 PM
Date Initial Solution Response 06/26/2013 02:15 PM
Last Updated 06/26/2013 02:15 PM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense +1 (on -3 to +3 scale)

Model 700 Trigger Problems**Discussion Thread****Response (Dell -)**

06/26/2013 02:15 PM

I will get the paperwork and shipping label in the mail this afternoon.

Thank you,
Dell**Customer (Zeph Quirl)**

06/25/2013 12:12 AM

The SN is RR41404B; caliber .308; my mailing address is: 6910 East 2000 North, Teton, Idaho 83451; and phone number is 208-317-4474.

Response (Dell -)

06/24/2013 12:58 PM

Dear Mr. Quirl,

The trigger assemblies are restricted. We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened and when this occurred.

Sincerely,
Dell**Note (Danny -)**

06/24/2013 12:27 PM

Dell and Christy

Customer (Zeph Quirl)

06/24/2013 12:14 PM

I just bought a new Model 700 SPS Tactical AAC-SD. When I got it out of the box and checked the trigger pull it was at a 5 pounds. I adjusted it down 1 turn and raised the bolt handle to cock the rifle. When I closed the bolt, the firing pin dropped as I closed the bolt without touching the trigger at all. After the bolt handle is raised and closed several times, the sear will final catch and the rifle will remain cocked. I'm disappointed that a brand new rifle has that poorly adjusted sear engagement.

I am in Idaho and not near any of your service centers, and really don't want the expense or risk of shipping the rifle. I have installed custom trigger mechanisms on Model 700 rifles before. Would you be willing to send me a new trigger and let me install it? I would than send the old one back to you.

Please advise.

Zeph Quirl

Primary Contact

First Name: Zeph
Last Name: Quirl
Organization:

Login: quiriz@byui.edu
Title:
Contact Type:

Email: quiriz@byui.edu
Email - Alternate #1:
Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information



www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27026-0700

ARS LABEL REQUEST FORM

DATE	6/26/2013	REQUESTED BY:	Dell
QUANTITY	1	WEIGHT PER PKG.	15 LBS.
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: REF# 9004 RIFLE			

LABEL INFORMATION

MAIL LABEL TO: Zeph Quirl 6910 East 2000 North Teton, ID 83451 Phone: 208-317-4474
RETURN ITEM TO Remington Arms Co LLC Attn: Derek Watkins 315 W. Ring Rd. Elizabethtown, KY 42701

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XXG06 JUN 26, 2013 ACT WT 15.0 LBS WPK 1
SVC GNECOM BL WT 15.0 LBS
TRACKING# 124XXG060000074438 ALL CURRENCY USD
REF 1:DEREK WATKINS/0004/08/PG
REF 2:

HC 0.00	CNS 0.00	FRT: 0.00
SHIPMENT PUB RATE CHARGES:		SVC T/P USD
DV 0.00	COO 0.00	RS 0.50
DC 0.00	INSO 0.00	
AH 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 17.07		PUB + HANDLING 17.07