

Remington Arms Co., Inc.
Product Service
Legal Case #:9612

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 329125 | 11/29/2013 | 12/6/2013 | 12/6/2013 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|----------------------------|----------|-------|-------|-----|----------------------------------|
| Incident | | Pete | Swearegen | 142 North Shore Drive West | Cadillac | MI | 49601 | | H 913-433-4054 W 231-779-6253 |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|-------------------|--------------|-------------------------|-------------------|----------------|
| PI | | | | |
| PD Trigger broken | Cause:4013 | Broken or Missing Parts | | |
| S FSR | Concern:1007 | Fired on Safe Release | Unknown | |
| C | | | | |

12/5/13: Customer called in & spoke w/CSR. He stated the rifle had been to Williams Gunsight in 2011 and then to Gander Mtn for accidental discharges. He stated the rifle will fire on safe release. CSR had gun moved to Product Service for exam. df

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial Bbl. | DOM |
|----------------|--------------------------------|-------------|----------------|-------------|-----------|
| Remington | CF/BA | 700/243 WIN | n/a | 6397837 XT | 12/1/1970 |
| Date Purchased | Where Purchased | Accessories | Original Owner | | |
| | WILLIAMS GUNSIGHT DAVISON MICH | | U | | |

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 | | | | |
| | \$66 | | | | | |

12/9/13: Per Ilion - Received with broken trigger. Check over completely, replace TA & test at n/c. df 12/11/13: Customer called, left VM & wants to discuss exam. I called customer & left a detailed VM concerning the exam & the repair & gun has UPS sched. delv. of 12/12/13. Customer called & I went over the exam with him, explained that the factory checked gun over completely, replaced the TA, test fired in the gallery, passed final inspection & we

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9612&Type... 12/11/2013

feel the gun has been brought back to factory specs. We feel as long as the trigger is not adjusted outside of the factory, kept clean & well maintained it is safe to use. I also mailed him an owners manual for the Model 700. df

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|------------------------|--------------------------------|---|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 12/6/2013 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | S.NICHOLS |
| Cause | 4013 | Broken or Missing Parts | REC'D WITH TRIG BROKEN, UNABLE TO CHECK CONCERN |
| Barrel | Description | | 22" 243 WIN |
| | Date Code | | XT |
| | 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; Not 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--- | .012 |
| | Notch | Like new; Functioning | |
| | | Test Fired | False |
| Feeding Test | Tests | False | |
| Trigger | Condition | Like new; Not Functioning | TRIG BROKEN AS REC'D |
| | Pull | ---Select--- | N/A |
| | Altered | False | SEALANT PRESANT |
| | Sub-Assembly | X-Mark Pro | |

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: | 11/29/2013 |
| RE00329125 | 6397837 | Estimate Date: | 12/06/2013 |
| | Model 700 Center Fire Caliber: 243 win | Date Printed: | 12/11/2013 |

Customer:

PETE SWEARENGEN
142 NORTH SHORE DRIVE WEST
CADILLAC, MI 49601 US

Return To:

PETE SWEARENGEN
142 NORTH SHORE DRIVE WEST
CADILLAC, MI 49601 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.

Problems

Reported

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
M240 - BOLT LOCK SAFETY MODIFICATION

Found

M240 - BOLT LOCK SAFETY MODIFICATION

Technician Comments

replace trigger assembly, test

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 | Warranty | 1 | .00 | 0 | .00 |
| 4000114 | Service | GR-SHIPING & HANDLING (GUN REPAIR) | 1 | Warranty | 1 | .00 | 0 | .00 |
| 4000116 | Service | GR-LABOR | 20 | Warranty | 20 | .00 | 0 | .00 |
| 4000119 | Service | GR-TEST | 1 | Warranty | 1 | .00 | 0 | .00 |

Sub Total: .00

Est Sales Tax: .00

Grand Total: \$.00

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



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

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.

| Service Request Number SR00068547 | | Serial Number / Description 6397837 Model 700243 | | Date of Request: 11/21/2013 Date Printed: 11/21/2013 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-------------|---|----------|---|------|---------------------------|-------------|------------|----------|-------|------|--------|---|--|--|--|--|--|--|------------|--|--|--|--|--|-----|----------------|--|--|--|--|--|-----|--------------|--|--|--|--|--|--------|
| Customer: PETE SWEARENGEN 142 NORTH SHORE DRIVE WEST CADILLAC, MI 49601 US | | Destination: Arms Services 14 Hoeffer Ave Ilion, NY 13357 US | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Email: sierraps@yahoo.com | | 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 AL240 - BOLT LOCK SAFETY MODIFICATION | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Service Request Section | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th>Parts And Service Details</th> <th>Description</th> <th>Qty Needed</th> <th>Warranty</th> <th>Price</th> <th>Disc</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td colspan="7">THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the</td> </tr> <tr> <td colspan="6">Sub Total:</td> <td>.00</td> </tr> <tr> <td colspan="6">Est Sales Tax:</td> <td>.00</td> </tr> <tr> <td colspan="6">Grand Total:</td> <td>\$.00</td> </tr> </tbody> </table> | | | | | | Parts And Service Details | Description | Qty Needed | Warranty | Price | Disc | Amount | THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the | | | | | | | Sub Total: | | | | | | .00 | Est Sales Tax: | | | | | | .00 | Grand Total: | | | | | | \$.00 |
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| Est Sales Tax: | | | | | | .00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Grand Total: | | | | | | \$.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

22"
XT 12/7
10/12

9612

RECEIVED
DEC 09 2013

BY:-----

Rec'd w/tnig Broken.
check over comp. Replace
T.A. + Test Fire AT
N/C

230145

Serial Number: 6397837 A4
Model: 700



RE00329125

Koscinski, David P.

From: Cobbler, Tracy S.
Sent: Thursday, December 05, 2013 9:25 AM
To: Koscinski, David P.
Cc: Irving, Jesse B.; Fulcher, Dell Marie
Subject: RE00329125

David,

Please forward this repair to Product Services for review. Customer has called and advised that the trigger assembly was recently updated by Williams Gunsight in 2011 to the X Mark pro trigger of which he paid for the repair and when returned the firearm discharged when safety removed. Prior to the last repair the firearm was sent to Gander Mountain for a repair due to when closed the bolt the firearm discharged, so the replacement of the trigger to the X-mark pro resolved the issue with the discharge when closing the bolt but now discharges when taking of safe.

Dell/ JB.. Customer did request we provide him with some type of documentation as to what we done and that we certify the firearm to be safe prior to returning it to him. I did advise him we would be able to discuss this further once the repairman has completed his review.

Thank you,

Tracy Cobbler | Consumer Service Representative
Remington Arms Company, Inc.

870 Remington Dr., PO Box 700, Madison, NC 27025-0700
Phone: 336.548.8260 | Fax: 336.548.7801 | tracy.cobbler@remington.com

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