

Remington Arms Co., Inc.
Product Service
Legal Case #:9623

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
331598	12/19/2013	12/3/2013	12/20/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Young	2749 Crystal Ave.	Findlay	OH	45840		H 574-780-0697

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

12/3/13: Customer called in. He stated the gun fired on safe release approx. 1 week ago - he did not have a date - no damage, no injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84207	G7150682	LG	2/13/2012 3:16:46 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HEADQUARTE		Y			

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
Per Ilion - Repair @ n/c - warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

12/6/13: Mailing ARS letter, SR paperwork. Box order# 1571592. df 12/26/13: Per Ilion - Could not duplicate concern as received. To restore confidence in rifle, will replace TA, check over & test at no charge. df

Examination[Remington/CF/BA]

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Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/20/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 308 WIN HB
	Date Code		LG
	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	LITE RUSTING UNDER STK
	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	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	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:

CHARLES YOUNG
2749 CRYSTAL AVE.
FINDLAY, OH 45840 US

Item Return To:

CHARLES YOUNG
2749 CRYSTAL AVE.
FINDLAY, OH 45840 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.

Repair Number	Serial Number / Description	Date Received:	12/19/2013
RE00331598	G7150682	Estimate Date:	12/20/2013
	Model 700 RIFLE Caliber: 308 WIN TACTICAL	Date Printed:	1/15/2014

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

could not duplicate concern as received. to restore confidence in rifle will replace trigger assembly, check over and test fire at no charge.

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
F306371B	Part	700 XMP EA TRIG ASSB RH BLACK (OS)	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPING & 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®

2011
L62/1
4#
012

December 3, 2013

9623

COPY

Charles Young
2749 Crystal Ave.
Findlay, OH 45840
Phone: 574-780-0697

Ref # 9623, Model 700, Serial # G7150682

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 26 2013

BY:.....

Serial
Number:

G7150682

Model: 700



RE00331598

could not dep. concern as rec'd.
to restore confidence in rifle
will rep. T.H. check over + test
AT N/C

unhappy

Remington Arms Company, LLC • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 30326

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

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.**

[illegible]

T N T FIREARMS

1301 Lima Avenue
FINDLAY, OHIO 45840
419-425-9912

CUSTOMER ORDER NO.		PHONE		DATE <i>5/8/12</i>																																	
NAME <i>Charles Young</i>																																					
ADDRESS <i>2749 Crystal Lane Findlay OH</i>																																					
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MOUSE RET'D. PAID OUT																																
<table border="1"> <thead> <tr> <th>QTY.</th> <th>DESCRIPTION</th> <th>PRICE</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td></td> <td><i>Remington 700</i></td> <td></td> <td></td> </tr> <tr> <td></td> <td><i>SPS Tactical</i></td> <td><i>599</i></td> <td></td> </tr> <tr> <td></td> <td><i>Serial G7150682</i></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td><i>3894</i></td> <td></td> </tr> <tr> <td></td> <td></td> <td><i>63794</i></td> <td></td> </tr> <tr> <td colspan="2">All claims and returned goods MUST be accompanied by this bill.</td> <td>TAX</td> <td></td> </tr> <tr> <td colspan="2">Received By _____</td> <td>TOTAL</td> <td></td> </tr> </tbody> </table>						QTY.	DESCRIPTION	PRICE	AMOUNT		<i>Remington 700</i>				<i>SPS Tactical</i>	<i>599</i>			<i>Serial G7150682</i>					<i>3894</i>				<i>63794</i>		All claims and returned goods MUST be accompanied by this bill.		TAX		Received By _____		TOTAL	
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Received By _____		TOTAL																																			

Thank You!

TNT FIREARMS
1301 LIME AVE
FINDLAY OH 45840
419-425-9912

TERMINAL ID.:
MERCHANT #:

907100000337024

VISA
*****1618 EXP:XX/XX SHIPPED
SALE
BATCH: 000767 INU: 000023
May 18, 12 18:03
RRN: 21392201031 AUTH:018168
TRAN SEQ #: 023331

APPROVAL 018168

TOTAL *63794*

CHARLES A YOUNG

THANK YOU
HAVE A NICE DAY

CUSTOMER COPY

I'm not sure what the protocol is, but I would appreciate a call from the tech who services the rifle. I would like to know what he/she finds upon inspecting the safety and trigger. I have video of the misfire occurring and could email that video if that would help investigate the problem.

Thank you,

Charles Young 574-780-0697

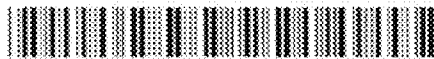
ARS LABEL REQUEST FORM

DATE: 12/6/2013	Service Request #: SR00070299
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: Remington	email address: FWFL MAIL LABEL

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	CHARLES YOUNG 2740 CRYSTAL AVE. FINDLAY, OH 45840 US SR00070299 Email:
RETURN ITEM TO:	ILN Arms Services



4X0590 DEC 6, 2013 ALL CURR USD 1 OF 1
 SVC GND001 RCT WT 10.0 LBS
 TRACKING# 124X05909005374326
 REF 1 SR00070299
 REF 2

ATTN: Product Service	HANDLING CHARGE 0.00 SINGLE-PIECE PUB RATE CHRG: SVC T/P USD CV 0.00 COD 0.00 RS 0.50 DC 0.00 GGD 0.00 SD 0.00 SH 0.00 FR 0.00 SP 0.00 TOT PUB CHG 10.24 PUB+HANDLING 10.24	
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