

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9742

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
333107	1/8/2014	12/26/2013	1/9/2014	12/26/2013			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ronald	Carman	3808 Roxford Church Rd. SE	Dennison	OH	44621		H 740-922-4827 C 330-340-0425 E ronald-carman@att.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4006 FBC while dry firing	Altered Adjustments or Components		Unknown
C	Concern:1008	Fired on Bolt Closing		

12/26/13: Customer called in. He stated he bought gun from a friend. He said he was dry firing the gun on 12/26/13 and it fired when he closed the bolt - no damage, no injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/25-06 REM	n/a	6614347	LX	2/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner			
	JOHNS SPT GDS CANTON OH		N			

CONCERN: FBC

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 - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29					

12/26/13: Mailed ARS, letter, SR paperwork. Box order# 1580670. df 1/10/14: Per Ilion - TA has a dried & sticky lube residue & set screws altered. Parts work sluggish. Replace TA, check over & test under BLM - quote. df 1/30/14: No response to quote. I called customer & he apprvd & pd. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/9/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	POR MAINTENENCE
Barrel	Description		24" 2506 REM HB
	Date Code		LX
	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		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
		Slightly Worn; Not	DIRTY,STICKY,PARTS SLUGGISH WILL

Trigger	Condition	Functioning	FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

# 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

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:

RONALD CARMAN  
3808 ROXFORD CHURCH RD SE  
DENNISON, OH 44621 US

### Item Return To:

RONALD CARMAN  
3808 ROXFORD CHURCH RD SE  
DENNISON, OH 44621 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>
RE00333107	6614347	01/08/2014
	Model: 700 25-06 REM Caliber BOLT Action RIFLE	<b>Estimate Date:</b>
	MfgBy: Remington-USA	01/17/2014
		<b>Date Printed:</b>
		1/30/2014

### Reported

R014 - Service Request

### Problems

#### Found

U007 - REPLACE TRIGGER ASSEMBLY  
U008 - BOLT LOCK SAFETY MODIFICATION

### Technician Comments

trigger assembly has a dried and sticky lubrication residue causing parts to work sluggish and set screws altered. replace trigger assembly, check over and test fire under bolt lock program

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
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Billable	1	99.91	80	19.98
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

**PAID**  
1/30/14 df

**Sub Total:** 36.98  
**Est Sales Tax:** 1.85  
**Grand Total:** \$38.83

# Remington®

241  
LX2/7  
2#  
001

COPY

December 26, 2013

Ronald Carman  
3808 Roxford Church Rd. SE  
Dennison, OH 44621  
Phone: 330-340-0425

Ref # 9742, Model 700, Serial # 6614347

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. The shipping label is for a UPS Hub or UPS Terminal. A box will arrive separately.

**Please include a copy of this letter, form and service request to put inside the shipping container. The letter, form 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".**

I hope this action will keep you a loyal Remington customer.

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

Serial  
Number:

6614347

Model: 700



RE00333107

T.A. has a dried & sticky luber residue  
& set screws altered. parts work  
sluggish. Rgn T.A. check over  
Test and BCP Box 20 +

RECEIVED  
JAN 10 2014

BY:-----

Remington Arms Company, LLC • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 31673

<b>Model Number:</b> 700 VARMINT		<b>Serial Number:</b> 6614347	
<b>Name:</b> R RONALD CARMAN		<b>Date of Purchase:</b>	
<b>Address (no PO Boxes):</b> 3808 ROXFORD CHURCH RD. S.E.			
<b>City:</b> DENNISON		<b>State:</b> OH	<b>Zip:</b> 44621
<b>Phone (Daytime):</b> 740-922-4827		<b>Fax:</b>	
<b>E-mail Address:</b> RONALD-CARMAN@ATT.NET			
<b>Please describe your problem:</b> SOMETIMES WHILE CLOSING THE BOLT THE RIFLE WILL FIRE  500 characters left			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<p><b>WARNING:</b> 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.</p> <p>:: 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 UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p>			

Use our  
UPS label

## Service Request

## Remington Service

PO Box 700

Madison, NC 27025-0700

1. The first step in the process is to identify the problem or issue that needs to be addressed. This involves gathering information and understanding the context of the problem.

2. Once the problem is identified, the next step is to define the objectives and goals of the project. This helps to clarify what needs to be achieved and provides a clear direction for the team.

3. The third step is to develop a plan or strategy to address the problem. This involves breaking down the problem into smaller, manageable tasks and determining the resources needed to complete each task.

4. The fourth step is to implement the plan. This involves putting the strategy into action and monitoring progress regularly to ensure that the project is on track.

5. The final step is to evaluate the results of the project. This involves assessing the outcomes against the objectives and goals and identifying any areas for improvement.

**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.**

<b>Service Request Number</b> SR00072057	<b>Serial Number / Description</b> 6614347 Model 700 Center Fire Caliber: 2506	<b>Date of Request:</b> 12/26/2013 <b>Date Printed:</b> 12/26/2013														
<b>Customer:</b> RONALD CARMAN 3808 ROXFORD CHURCH RD. SE DENNISON, OH 44621 US  Email:	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US  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.																
<b>Reason For Return</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION																
<b>Service Request Section</b> Product Service # 9742. dmf																
<table border="0" style="width: 100%;"> <tr> <th style="text-align: left;">Parts And Service Details</th> <th style="text-align: left;">Description</th> <th style="text-align: left;">Qty Needed</th> <th style="text-align: left;">Warranty</th> <th style="text-align: left;">Price</th> <th style="text-align: left;">Disc</th> <th style="text-align: left;">Amount</th> </tr> <tr> <td style="text-align: left;">Material</td> <td style="text-align: left;">Type</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>			Parts And Service Details	Description	Qty Needed	Warranty	Price	Disc	Amount	Material	Type					
Parts And Service Details	Description	Qty Needed	Warranty	Price	Disc	Amount										
Material	Type															
<div style="display: flex; justify-content: space-between;"> <div>             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.           </div> <div style="text-align: right;"> <b>Sub Total:</b> .00  <b>Est Sales Tax:</b> .00   <b>Grand Total:</b> \$ .00           </div> </div>																

## ARS LABEL REQUEST FORM

DATE: 12/26/2013	Service Request # SR00072057
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	RONALD CARMAN 3808 ROXFORD CHURCH RD. SE DENNISON, OH 44621 US SR00072057  Email:
<b>RETURN ITEM TO:</b>	ILN  Arms Services



4XX596      DEC 27, 2013      ALL CURR USD      1 OF 1  
 SVC GNDCOM      ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969065052192  
 REF 1:SR00072057  
 REF 2:

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

**ATTN: Product Service**











