

Remington Arms Co., Inc.
Product Service
Legal Case #:8425

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
294575	1/2/2013	1/3/2013	1/3/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Richard	Castle	46368 WHITE CAP DR	MACOMB TOWNSHIP	MI	48044		H 313-520-7849 E rcastle@monarchwelding.com

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				

SR# 37117 - Service Request Section: Consumer complains of rifle firing when flipped from safe to fire. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	26099	S6349840	OT	7/25/1999
Date Purchased	Where Purchased	Accessories	Original Owner			
	DICK'S CLOTHING & SPORTING GOODS		U			

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 - Quote to repair @ 1/2 normal cost						
Repair/Replacement Cost	Repair/Replacement Date					

1/5/13: Per Ilion - Could not duplicate concern. To restore confidence in rifle - can offer to replace TA, clean & test @ 1/2 normal cost - quote. df 1/9/13: Emailed quote to customer. Customer replied & will mail payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/3/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		36" 300 RUM SS
	Date Code		OT
	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		STANDARD 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--	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Fulcher, Dell Marie

From: Rich Castle [rcastle@Monarchwelding.com]
Sent: Wednesday, January 09, 2013 4:12 PM
To: Fulcher, Dell Marie
Subject: RE: Richard Castle - Remington Ref# 8425

I will send a check with the amount you listed \$79.91. I truly appreciate what you are doing but I was advised by my gun smith that you had changed some out free of charge in the past.

From: Fulcher, Dell Marie [mailto:Dell.Fulcher@remington.com]
Sent: Wednesday, January 09, 2013 3:47 PM
To: Rich Castle
Subject: Richard Castle - Remington Ref# 8425

Good afternoon,
Product Service Dept. completed an inspection of your Model 700 in .300 RUM.
Cause: Could Not Duplicate Concern

To restore confidence in the rifle, the factory is offering to replace the trigger assembly, clean and test fire at 50% discount.
Please see attached quote.

Sincerely,
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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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:
RE00294575	S6349840	01/02/2013
	Model 700S RIFLE Caliber: 300 REM ULTRA	Estimate Date:
		01/03/2013
		Date Printed:
		01/09/2013

Customer:

RICHARD CASTLE
46368 WHITE CAP DR
MACOMB TOWNSHIP, MI 48044 US

Return To:

RICHARD CASTLE
46368 WHITE CAP DR
MACOMB TOWNSHIP, MI 48044 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

Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

could not duplicate concern to restore confidence in rifle, can offer to replace trigger plate assm, clean and test fire at 1/2 normal charges

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
F305571B	Part	700 X-MARK PRO TRIG ASSB RH SILVER (OS)	1	Billable	1	97.00	50	48.50
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 77.00

Est Sales Tax: 2.91

Grand Total: \$79.91

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.

2611
077/9
5#
012

Service Request Number SR0003711		Serial Number /Description S6349840 Model 700S RIFLE Caliber: 300		Date of Request: 12-09-2012 Date Printed: 12-09-2012	
Customer: RICHARD CASTLE 46368 WHITE CAP DR MACOMB TOWNSHIP, MI 48044 US		Destination: Arms Services 14 Hoeffer Ave Rien, NY 13357 US			
Email: RCASILE@MONARCHWELDING.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 M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION					
Service Request Section CONSUMER COMPLAINS OF RIFLE FIRING WHEN FLIPPED FROM SAFE TO FIRE					
Parts And Service Details					
Material	Type	Description	Qty Needed	Warranty	Price Disc Amount
<div style="display: flex; justify-content: space-between;"> <div> <p>Serial Number: S6349840</p> <p>Model: 700S</p> <p>RE00294575</p> <p>FSR</p> </div> <div> <p>RECEIVED</p> <p>JAN 05 2013</p> <p>BY:</p> <p>could not dup concern To restore conf. in rifle can othen to rep. TAA, LBAW LOAST AT 1/2 normal cost.</p> </div> </div>					
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





