

Remington Arms Co., Inc.
Product Service
Legal Case #:9624

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
331479	12/18/2013	12/4/2013	12/19/2013				

Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Kenneth	Dietterich	1883 Old Church Rd.	Harleysville	PA	19438		H 267-718-4853 E kj@kjdoors.com

Incident Information

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

12/4/13: Customer called in. He stated within the last 15 yrs. - on 4 different occasions - the gun has fired when he closed the bolt. He said he is afraid to use the gun now & he went on the internet & saw other people who've stated they had issues like his - no damage, no injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6894997 WZ	8/20/1975

Date Purchased	Where Purchased	Accessories	Original Owner
	NATIONWIDE SPT SOUTHAMPTON PA		N

CONCERN: FSR,FBC,DELAYED FIRING

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 under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29					

12/6/13: Mailed ARS, letter, SR paperwork. Box order# 1571602. df 12/20/13: Per Ilion - TA dirty & set screws altered. Trigger is not returning properly. Replace TA, check over & test under BLM - quote. df 1/2/14: Customer mailed apprv & payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/19/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPRG
	Date Code		WZ
	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	
	Description		BOTL LOCK SAFETY

Safety	Function	Like new; Functioning	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

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:

KENNETH DIETTERICH
1883 OLD CHURCH RD.
HARLEYSVILLE, PA 19438 US

Item Return To:

KENNETH DIETTERICH
1883 OLD CHURCH RD.
HARLEYSVILLE, PA 19438 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:
RE00331479	6894997	12/18/2013
	Model 700 Center Fire Caliber: 30 -06 SPRG	Estimate Date: 12/19/2013
		Date Printed: 1/14/2014

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Problems

Found

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments:

trigger assembly dirty and set screws altered trigger not returning properly. replace trigger assembly, check over and test fire under bolt lock program for \$20.00 + shipping

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	Billable	1	17.00	0	17.00
4000116	Service	GR-LABOR	20	Billable	20	1.00	0	20.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

PAID

1/2/14

Sub Total: 37.00
Est Sales Tax: 2.22
Grand Total: \$39.22

Remington.

224
w28/7
2.5t
.007

December 4, 2013

9624

COPY

Kenneth Dietterich
1883 Old Church Rd.
Harleysville, PA 19438
Phone: 267-718-4853

Ref # 9624, Model 700, Serial # 6894997

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 20 2013

BY:.....

T.A. dirty & set screws at
trig is not set properly,
rep. T.A. check over & test
w/rd. BLP for 20 +

Q

Serial
Number:

6894997

Model: 700



RE00331479

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

PS 31936

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

[illegible]

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.**

Service Request Number	Serial Number / Description	Date of Request:	12/06/2013
SR00070303	6894997	Date Printed:	12/06/2013
Model 700 Center Fire Caliber: 3006			
Customer:	KENNETH DIETTERICH 1883 OLD CHURCH RD. HARLEYSVILLE, PA 19438 US	Destination:	Arms Services 14 Hoefler Ave Ilion, NY 13357 US
Email:		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 Product Service # 9624. dmf			
Parts And Service Details			
Material	Type	Description	Qty Needed Warranty Price Disc Amount
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.			
Sub Total:			. 00
Est Sales Tax:			. 00
Grand Total:			\$. 00

Model Number: 700 3006		Serial Number: 6894997	
Name: KENNETH DIETTERICH		Date of Purchase: 1984 SECOND HAND	
Address (no PO Boxes): 1883 OLD CHURCH RD.			
City: HARLEYSVILLE		State: PA	Zip: 17438
Phone (Daytime): 267-718-4853		Fax:	
E-mail Address: KJ@Kjdoors.com			
Please describe your problem: Gun Fired 2 times in last few years when closing the bolt while Target shooting with out touching the trigger. Gun also has Fired with out squeezing the trigger when safety was put on Fire while hunting with out squeezing trigger. Also had incidents happen 2 different times when had delayed firing a second after 1st. 500 characters left Trigger was pulled before Gun Fired.			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time. <i>Very scary + Very DANGEROUS</i>			
WARNING: 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.			
:: 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 INJURED 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.			

*Condition
Last incident
Happened 12-2013. Gun
Fired when
Bolt was closed
while I was
Loading it.*

*Use our
UPS label*

ARS LABEL REQUEST FORM

DATE: 12/06/2013	Service Request # SR00070303
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: <input type="text" value="fulcherdm"/>	email address: <input type="text" value="I.WILL.MAIL.LABEL"/>

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

LABEL INFORMATION

MAIL LABEL TO:	KENNETH DIETTERICH 1883 OLD CHURCH RD. HARLEYSVILLE, PA 19438 US SR00070303 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 6, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969067302766
 REF 1: SR00070303
 REF 2:

HANDLING CHARGE 0.00		SVC	T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS	0.50
DV 0.00	COD 0.00	SD	0.00
DC 0.00	DGD 0.00	SP	0.00
AH 0.00	PR 0.00	PUB+HANDLING 9.23	
TOT PUB CHG 9.23			

ATTN: Product Service









