

Remington Arms Co., Inc.
Product Service
Legal Case #:9221

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
323224	10/7/2013	9/24/2013	10/8/2013	9/20/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Roger	Evans	11881 County Rd. 6850	West Plains	MO	65775		C 417-293-3723 F 417-256-9085 E electricalman87@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S FSR while dry firing C	Cause:4006 Altered Adjustments or Components Concern:1007 Fired on Safe Release		Unknown	

9/24/13: Customer originally called & left a VM in Ilion. Scott Nichols emailed & asked me to contact the customer. I called the customer & he stated that he experienced a FSR while dry firing the rifle around 9/20/13. No damage, No injury. He would like to have the gun examined to see what's going on. He bought gun used. He has owned it about 3-4 years with no issues. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6830086	DV	9/27/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	ARMSCO DIST NASHVILLE TN		N			

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 - Quote to repair under BLM

Repair/Replacement Cost	Repair/Replacement Date
\$29	

9/24/13: Mailed ARS, letter, SR paperwork. Box order# 1544106. df 10/10/13: Per Ilion - TA dirty, sticky & set screws altered. Replace TA, check over, test under BLM - quote. df 10/11/13: Customer called & apprvd/paid for

quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/8/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description		22" 3006 SPRG
	Date Code		DV
	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	MARS,DENTS,SCRATCHES
	Fore End Condition	---Select---	
		Slightly Worn;	

Receiver	Condition	Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, STICKY PARTS SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	4#
	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

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 RE00323224	Serial Number / Description A6830086 Model 700 Center Fire Caliber: 30-06 SPRG	Date Received: 10/07/2013 Estimate Date: 10/08/2013 Date Printed: 10/11/2013
Customer: ROGER EVANS 11881 COUNTY RD. 6850 WEST PLAINS, MO 65775 US	Return To: ROGER EVANS 11881 COUNTY RD. 6850 WEST PLAINS, MO 65775 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.

Reported	Problems Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments:
 trigger assembly dirty,sticky and set screws altered.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-SHIPPING & 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
Sub Total:								37.00
Est Sales Tax:								.00
Grand Total:								\$37.00

10/11/13 df
Paid

Remington®

22"
DU 7/9
4#
.010

September 24, 2013

9221

COPY

Roger Evans
11881 County Rd. 6850
West Plains, MO 65775
Phone: 417-293-3723

Ref # 9221, Model 700, Serial # A6830086

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. 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.

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

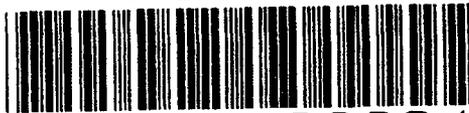
RECEIVED
OCT 10 2013

BY:.....

Serial Number:

A6830086

Model: 700



RE00323224

T.D. Dirty, sticky + sets screws alt.
dep. T.A., check oven, test under
BLP Con 20 +

Q

Model Number: Mod 700		Serial Number: A6830086	
Name: Roger Evans		Date of Purchase: NA	
Address (no PO Boxes): 11881 County Road 6850			
City: West Plains		State: MO	Zip: 65775
Phone (Daytime): 417-293-3723		Fax: 417-256-9085	
E-mail Address: <input checked="" type="checkbox"/> Electric1man87@yahoo.com			
Please describe your problem: Gun will sometimes fire when you take it off softly without pulling trigger			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<p>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.</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 INSURED 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

9221

Fulcher, Dell Marie

From: Nichols, Scott C.
Sent: Monday, September 23, 2013 7:03 AM
To: Fulcher, Dell Marie
Subject: Roger Evans/Missouri - West Plains

Good morning and happy Monday! I had a voicemail forwarded to me from this gentleman and he is claiming that he has a FSR. Can you call him at 417-293-3723 and set him up for repair?

Sincerely,
Scott Nichols | Consumer Affairs/Quality Specialist
Remington Arms Company, Inc.

14 Hoefler Ave., Ilion, NY, 13357

Phone: 315-895-3481 | Cell: 315-868-8451 scott.nichols@remington.com

Freedom Group Family of Companies: Remington | Marlin | Bushmaster Firearms | DPMS / Panther Arms | H&R | Barnes Bullets | Advanced Armament Corp | Mountain Khakis | Para USA | Dakota Arms | Parker Gun

Confidentiality/Proprietary Note: This e-mail and any files transmitted with it are intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please reply back to sender advising that you have received the e-mail in error and delete this e-mail from your system.

Dore it 2ce - dry firing. End of last week. No injury or
m/700 damage.

S# A6830086

C: 30-06

Bought used. Has had gun about 3-4 yrs.

Box order # 1544106

ARS LABEL REQUEST FORM

DATE: 09/24/2013	Service Request #	SR00062592
QUANTITY: 1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY: fulcherdm	email address:	I WILL MAIL LABEL

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

MAIL LABEL TO:	ROGER EVANS 11881 COUNTY RD. 6850 WEST PLAINS, MO 65775 US SR00062592 Email:
RETURN ITEM TO:	ILN Arms Services



4XX696 SEP 24, 2013 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 124XX6989067651942
 REF 1:SR00062592
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE - PIECE PUB RATE CHRGs:			
DV 0.00	COD 0.00	RS 0.50	
DC 0.00	DGD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 11.68		PUB + HANDLING 11.68	

ATTN: Product Service	
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