

Remington Arms Co., Inc.
Product Service
Legal Case #:9529

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
333271	1/9/2014	11/19/2013	1/13/2014	11/19/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ronnie	Hatley	34112 Watson Rd	Albemarle	NC	28001		H 704-982-7036

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S FBO	Concern:1020	Fired on Bolt Opening		
C				

11/19/13: I received call from Ronnie Hatley, he said that on 2 different occasions he has had the gun fire as he was opening the bolt. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	N/A	6475221	DU	9/1/1971

Date Purchased	Where Purchased	Accessories	Original Owner
	BROWN ROGERS WINSTON SALEM, NC		N

CONCERN: FBO

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 customer request Returning as Received.						

Repair/Replacement Cost	Repair/Replacement Date

11/25/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1566473.jbi 1/14/14: Per Ilion, "trigger assembly dirty and set screws altered. replace trigger assembly,check over and test fire under bolt lock program for \$20.00 + shipping." jbi 1/24/14: I left message on Ronnie Hatley's voicemail requesting a call back. jbi 1/27/14: I called Ronnie Hatley, he requested that the gun be returned as received. jbi

Examination[Remington/CF/BA]

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9529&Type=... 1/27/2014

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Examination[Remington/CF/BA]

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9529&Type=... 1/27/2014

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/13/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		DU
	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	MARS SCRATCHES
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	3.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
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	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
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	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
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Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	3.5#
	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:

RONNIE HATLEY
34112 WATSON RD
ALBEMARLE, NC 28001 US

Item Return To:

RONNIE HATLEY
34112 WATSON RD
ALBEMARLE, NC 28001 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

RE00333271

Serial Number / Description

6475221

Model: 700 30-06 Caliber BOLT Action RIFLE MfgBy:
Remington-USA

Date Received: 01/09/2014

Estimate Date: 01/17/2014

Date Printed: 1/22/2014

Reported

R014 - Service Request

Problems

Found

S056 - FEATURE-TRIGGER ADJUSTMENT SCREWS ALTERED
U008 - BOLT LOCK SAFETY MODIFICATION
X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

Technician Comments

trigger assembly dirty 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-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

Sub Total: 37.00

Est Sales Tax: .00

Grand Total: \$37.00

Remington®

22"
Du 9/7
3.5"
01C

November 25, 2013

9529

Ronnie Hatley
34112 Watson Road
Albemarle, NC 28001
Phone: 704-982-7036

Ref # 9529, Model 700, Serial #6475221

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

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

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
JAN 14 2014

BY: _____

Serial
Number:

6475221

Model: 700



RE00333271

could not dup concern.
T.A dirty + set screws alt.
Ap. T.A. check over + test
and BCP for 20 +

Q

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 32371

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]

ARS LABEL REQUEST FORM

DATE: 11/25/2013	Service Request # SR00068748
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: <input checked="" type="checkbox"/> Giving <input type="checkbox"/> email address: <input checked="" type="checkbox"/> I will mail <input type="checkbox"/>	

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

MAIL LABEL TO:	RONNIE HATLEY 34112 WATSON RD ALBERMARLE, NC 28001 US SR00068748 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 25, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066312444
 REF 1:SR00068748
 REF 2:

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:
 DV 0.00 COD 0.00 SVC T/P USD
 DC 0.00 DGD 0.00 RS 0.50
 AH 0.00 PR 0.00 SD 0.00
 TOT PUB CHG 11.01 PUB+HANDLING 11.01

ATTN: Product Service







