

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9053

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
314364	6/26/2013	7/19/2013	7/19/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Denis	Heeter	10231 Chisholm Trail	Dallas	TX	75243		H 214-498-1026 E dhetter@dfwadvisors.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
Unexplained Discharge -	Cause:4038	Could Not Duplicate Concern		
S No Mention of Safety Position	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C				

Per CSR comments on Repair 314364, "Please forward to product services for inspection and pictures. Consumer claims the firearm went off three times and that he almost killed two people. Consumer also referenced the NBC report." jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6677838 DX	9/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner		
	SS KRESGE FT WAYNE IND	SCOPE BASE,BOTTOM HALF RINGS	U		

CONCERN: WENT OFF 3 TIMES

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
Replace TPA, clean, and test fire under BLP for \$20 plus S&H.						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$40					

7/23/13: Per Ilion, could not duplicate concern, trigger is bent and contacting trigger guard when received. Replace TPA, clean, and test fire under BLP for \$20 plus S&H. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/19/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		DX
	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		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Worn; Functioning	TRIG BENT AND CONTACTING GUARD.T.A. DIRTY
	Pull	---Select---	4.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,BOTTOM HALF RINGS

# 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.**

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>
RE00314364	6677838	06/26/2013
	Model 700 Center Fire Caliber: 30 -06 SPRG	<b>Estimate Date:</b>
		07/23/2013
		<b>Date Printed:</b>
		07/24/2013

### Customer:

DENIS HEETER  
10231 CHISHOLM TRAIL  
DALLAS, TX 75243 US

### Return To:

DENIS HEETER  
10231 CHISHOLM TRAIL  
DALLAS, TX 75243 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  
M240 - BOLT LOCK SAFETY MODIFICATION

#### Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

### Technician Comments

**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
F202906	Part	40 SSA TRIG ASSB RH	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
4000294	Service	GR-CHECK TPA	1	Warranty	1	.00	0	.00

**Sub Total:** 37.00

**Est Sales Tax:** 2.50

**Grand Total:** \$39.50

## frmREInquiry - Repair Inquiry

Repair Number: RE00314364

Serial: 6677838 Model 700 Center Fire Caliber: 30-06 SPRG Produced: 10/09/1973 SKU: 20000

Repairman: Dale Lewis

Verify Repair

Status: Estimating 7/19/2013 6:03:50 AM

## ADDRESS INFORMATION

## Customer

Received from

## Return To

Received from

Name: DENIS HEETER

DENIS HEETER

Address 1: 10231 CHISHOLM TRAIL

10231 CHISHOLM TRAIL

Address 2: PO Box:

PO Box:

City: DALLAS

DALLAS

State: TX

Zip Code: 75243

Country: US

TX

Zip Code: 75243

Country: US

FFL:

01011900

Contact / Condition Problems Estimate History / Status Shipping / Billing

## Problems Reported

Code	Desc
210	BOLT LOCK SAFETY MODIFI...

## Repair Notes

## Repairman's Comments

## Problems Found

Code	Desc
122	FORWARD TO PRODUCT SE...

## CSR Comments

Please forward to product services for inspection and pictures. Consumer claims the firearm went off three times and that he almost killed two people. Consumer also referenced the NBC report. JJW 7/18/2013

Repair Search

Refresh

Close

22"  
DX 9/73  
45¢  
008

Serial Number:

6677838

Model: 700



RE00314364

DMIS06CHW7IL

Friday, Jul 19 2013

4:31 AM



RECEIVED  
JUL 23 2013

BY: .....

could not duplicate concern.  
TRIG. Bent + contacting TRIG.  
guard when recd. Rm. TPA,  
clean + test fire under BLP for  
\$20.00 +

Q

TO: Remington repair  
FROM: Denis Heeter

I inadvertently removed the barrel from the stock to ship and lost a trigger housing screw  
in the process.

DH

*Denis Heeter*

*55172*

**Koscinski, David P.**

---

**From:** White, John J.  
**Sent:** Thursday, July 18, 2013 1:56 PM  
**To:** Koscinski, David P.  
**Cc:** Loyrin, James  
**Subject:** RE00314364

David,

Notes for Dale have been updated. Thank you.

**J. Jennings White** | Senior Consumer Services Representative  
870 Remington Drive, PO Box 700, Madison, NC 27025  
Phone 336.548.8801 | Fax 336.548.7801 | [john.white@remington.com](mailto:john.white@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

**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.













