

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9355

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
328044	11/19/2013	10/25/2013	11/20/2013	10/24/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Marge	277 Rt. 20 PO Box 683	Chester	MA	01011		H 413-354-6330

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	FSR	Concern:1007 Fired on Safe Release	Unknown	
C				

10/25/13: Customer called in. He said he bought gun used. He stated he used it on 10/24/13 and it fired on safe release. Customer stated he read on the internet about thousands of Model 700's with issues like his. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6863120	KZ	5/1/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	CAMFOUR INC WESTFIELD MASS		N			

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

10/28/13: Mailed ARS, letter, SR paperwork. Box order# 1556017. df 11/22/13: Per Ilion - Could not duplicate concern. Replace TA, check over & test under BLM - quote. df 12/3/13: I called cust. & left VM requesting a call back about quote. Customer called back & said he mailed the quote w/payment just before Thanksgiving. Payment received & applied. df

Examination[Remington/CF/BA]



Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/20/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		KZ
	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 OOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	7#
	Altered	False	SEALANT PRESANT
	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](http://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> RE00328044	<b>Serial Number / Description</b> 6863120 Model 700 Center Fire Caliber: 270 WIN	<b>Date Received:</b> 11/18/2013	<b>Estimate Date:</b> 11/21/2013
		<b>Date Printed:</b> 12/02/2013	
<b>Customer:</b> JOHN MARGE 277 RT. 20 CHESTER, MA 01011 US		<b>Return To:</b> JOHN MARGE 277 RT. 20 CHESTER, MA 01011 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	Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments**

could not duplicate concern. 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
<b>Sub Total:</b>								<b>37.00</b>
<b>Est Sales Tax:</b>								<b>.00</b>
<b>Grand Total:</b>								<b>\$37.00</b>

12/3/13 df  
Paid

# Remington®

22"  
K25A5  
7th  
1000

COPY

October 28, 2013

9355

John Marge  
277 Rt. 20  
PO Box 683  
Chester, MA 01011  
Phone: 413-354-6330

Ref # 9355, Model '00, Serial # 6863120

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. A rifle 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  
NOV 22 2013

BY:.....

Serial Number:

6863120

Model: 700



RE00328044

could not discontinue  
Mr. T.A. check over  
rust and Ber Ber  
20 +

Q

# Service Request

*Remington Service*

PO Box 700

Madison, NC 27025-0700

[www.Remington.com](http://www.Remington.com)



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

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.**

<b>Service Request Number</b> SR00065626	<b>Serial Number / Description</b> 6863120 Model 700 Center Fire Caliber: 270	<b>Date of Request:</b> 10/28/2013 <b>Date Printed:</b> 10/28/2013
<b>Customer:</b> JOHN MARGE 277 RT. 20 CHESTER, MA 01011 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	<b>Email:</b>

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 # 9355 - Customer stated rifle fired on safety release. df

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						
<p>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.</p>							
					<b>Sub Total:</b>		.00
					<b>Est Sales Tax:</b>		.00
					<b>Grand Total:</b>		\$ .00

<b>Model Number:</b> 700		<b>Serial Number:</b> 6863120	
<b>Name:</b> John T. Marge		<b>Date of Purchase:</b>	
<b>Address (no PO Boxes):</b> 277 Rt 20			
<b>City:</b> Chester		<b>State:</b> MA	<b>Zip:</b> 01011
<b>Phone (Daytime):</b> 413 3546330		<b>Fax:</b>	
<b>E-mail Address:</b>			
<b>Please describe your problem:</b> Rifle fired when safety was put in the fire position			
500 characters left			
<b>NOTE:</b> <del>Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</del>			
<p><b>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.</b></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.  :: <del>Ship your <b>INSURED</b> 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.</del></p>			

Use our  
UPS label

## ARS LABEL REQUEST FORM

DATE: 10/28/2013	Service Request #	SR00065626
QUANTITY: 1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY: fulcherdm	email address:	I WILL MAIL LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	JOHN MARGE 277 RT. 20 PO Box 683 CHESTER, MA 01011 US SR00065626  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services



*1st one*

4XX596      OCT 28, 2013      ALL CURR USD      1 OF 1  
 SVC GNDCOM      ACT WT 10.0 LBS  
 TRACKING# 124XX5969066653068  
 REF 1: SR00065626  
 REF 2:  
 HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE      CHRG:      SVC T/P USD  
 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 9.00      PUB+HANDLING 9.00

<b>ATTN: Product Service</b>
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## ARS LABEL REQUEST FORM

DATE:	11/08/2013	Service Request #	SR00065626
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	I WILL MAIL LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	JOHN MARGE 277 RT. 20 PO Box 683 CHESTER, MA 01011 US SR00065626  Email:
<b>RETURN ITEM TO:</b>	ILN Arms Services



*2nd me*

4XX596      NOV 8, 2013      ALL CURR USD      1 OF 1  
 SVC GNDCOM      ACT WT 10.0 LBS  
 TRACKING# 124XX5969066937967  
 REF 1: SR00065626  
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE	CHRG:	
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 9.00	PUB+HANDLING	9.00

<b>ATTN: Product Service</b>
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