

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8131

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
296575		11/8/2012	1/7/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Linda	Mercer	175 Plains Rd	Harrison	ME	04040		H 207-776-9090

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4038	Could Not Duplicate Concern	Unknown	
C	Inspection by D. Watkins requested	Concern:1021 Fired Out of Battery		

11/8/12 Per email from D. Watkins, Mercer had a problem with a 700 and he would like to inspect.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	26965	D6602613		3/28/2002 6:36:14 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT (OH) CORPORATION		U			

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 D. Watkins, replace fire control no charge as goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				

11/8/12 Mailing box and label.cm 1/7/13 Called Linda and let her know that D. Watkins inspection found that the fire control had been adjusted after it left the factory. Watkins offered to replace with X-Mark Pro trigger no charge. Linda ok'd. Watkins has to send to Ilion to have replaced and tested.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Derek Watkins
	Exam Date		1/7/2013
	Product Type		RF
	Action Type		A
	Assigned To		
Cause	4038	Could Not Duplicate Concern	Could not duplicate the concern. The trigger engagement screw had been modified. The rifle is being sent to Ilion to have the fire control replaced with an X-Mark Pro.
Barrel	Description		Standard Contour
	Date Code		Bbl had no date code or examin
	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	
Magazine	Condition	---Select---	Not provided for inspection
	Box Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	n/a
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		
	Function	Slightly Worn; Functioning	

Tests	Test Fired	False	
	Feeding Test	False	n/a
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	not measured
	Altered	True	The engagement screw sealant had been removed and the screw had been altered. The over travel and pu

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		11/8/2012	1/7/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Linda	Mercer	175 Plains Rd	Harrison	ME	04040		H 207-776-9090

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4017	Fired Out of Battery		Unknown
S	Concern:1070	Unknown Claim		
C	Inspection by D. Watkins requested			

11/8/12 Per email from D. Watkins, Mercer had a problem with a 700 and he would like to inspect.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

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 D. Watkins, replace fire control no charge as goodwill gesture						

Repair/Replacement Cost	Repair/Replacement Date

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SR41120

## Examination[Remington/CF/BA]

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	Exam Date		1/7/2013
	Product Type		RF
	Action Type		A
	Assigned To		
Cause	4017	Fired Out of Battery	Could not duplicate the concern. The trigger engagement screw had been modified. The rifle is being sent to Ilion to have the fire control replaced with an X-Mark Pro.
Barrel	Description		Standard Contour
	Date Code		Bbl had no date code or examin
	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	
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Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Magazine	Condition	---Select---	Not provided for inspection
	Box Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	n/a
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		
	Function	Slightly Worn; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	n/a
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	not measured
	Altered	True	The engagement screw sealant had been removed and the screw had been altered. The over travel and pu

## Mitchell, Christy

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**From:** Mitchell, Christy  
**Sent:** Monday, January 07, 2013 8:00 AM  
**To:** Mitchell, Christy  
**Subject:** FW: case 8131

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**From:** Watkins, Derek L.  
**Sent:** Friday, January 04, 2013 4:33 PM  
**To:** Mitchell, Christy  
**Subject:** case 8131

*1/2 called Linda, yes to new TPA n/c.  
(m)*

Christy,

With respect to case 8131, the fire control has been adjusted after it left the factory. Please contact the owner and ask him if he would like the fire control replaced with an X-Mark Pro.

Thanks,

**Derek L. Watkins** | Director, Product Technology Integration  
Remington Arms Company, LLC

315 W. Ring Road, Elizabethtown, KY 42701  
Phone 270.769.7656 | Cell 336.698.5723 | Fax 270.737.9576 | [derek.watkins@remington.com](mailto:derek.watkins@remington.com)

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

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## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4079	Other - Unexamined		Unknown
C	Inspection by D. Watkins requested	Concern:1070 Unknown Claim		

11/8/12 Per email from D. Watkins, Mercer had a problem with a 700 and he would like to inspect.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/	n/a			
Date Purchased	Where Purchased	Accessories	Original Owner			
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Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/700/CF/BA

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	Repair/Replacement Cost	Repair/Replacement Date				

11/8/12 Mailing box and label.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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**Mitchell, Christy**

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**From:** Watkins, Derek L.  
**Sent:** Wednesday, November 07, 2012 2:24 PM  
**To:** Mitchell, Christy  
**Subject:** FW: 700

*ARS to E-town*

Christy,

Please see below and make contact with Mrs. Mercer. We need to open a file and send her a box and shipping label so the rifle can come to me for inspection.

Thanks,

Derek L. Watkins

-----Original Message-----

From: Blood, Hal F.

Sent: Tuesday, November 06, 2012 7:54 PM

To: Watkins, Derek L.

Subject: Re: 700

Derek

Here's her address

Linda Mercer

175 Plains Road

Harrison, Maine 04040

207-776-9090

On Nov 5, 2012, at 8:00 AM, "Watkins, Derek L." <[Derek.Watkins@remington.com](mailto:Derek.Watkins@remington.com)> wrote:

> Hal,>

> Please send me her contact information and we will send her a box and prepaid shipping label.

>

> Thanks,>

> Derek L. Watkins

>

> -----Original Message-----

> From: Blood, Hal F.

> Sent: Sunday, November 04, 2012 9:27 PM

> To: Watkins, Derek L.

> Cc: Novin, Teddy

> Subject: 700

>

> Hi Derek

> The gal with the problem 700 that Teddy contacted you about has your

> address to send the gun. let me know if you need any help from me on

> it. her name is Linda Mercer>

>

> Sent from my iPhone>

> Hal Blood

> Technical Outdoor Social Media Specialist Remington Arms Company, LLC





www.remington.com

Remington Arms Company, Inc.  
870 Remington Drive  
P. O. Box 700  
Madison, NC 27025-0700

## ARS LABEL REQUEST FORM

DATE:	11/8/2012	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lb
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		XXXXXXXXXXXXXXXXXXXX I WILL MAIL	
DESCRIPTION: Remington 700			

## LABEL INFORMATION

MAIL LABEL TO:	Linda Mercer 175 Plains Rd Harrison, ME 04040
RETURN ITEM TO:	Remington Arms Attn: Derek Watkins: Case #8131 Elizabethtown, KY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX696 NOV 8, 2012 ACT WT 10.0 LBS #PK 1  
SVC GND COM BL WT 10.0 LBS  
TRACKING# 1Z4XX696906689982 ALL CURRENCY USD  
REF 1:L.MERCER/LAR/CM  
REF 2:700  
HC 0.00 CNS 0.00 FRT: 3RD  
SHIPMENT PUB RATE CHARGES: SVC T/P USD  
DV 0.00 COD 0.00 RS 0.50  
DC 0.00 DGD 0.00  
AH 0.00 PR 0.00 ROD 0.00  
TOT PUB CHG 10.31 PUB+HANDLING 10.31



# ShipRequest™



Ship To: Linda Mercer  
Company:  
Address 1: 175 Plains Rd  
Address 2:  
Address 3:  
City: Harrison  
State/Province: Maine  
ZIP/Postal Code: 04040  
Country: United States  
email:  
Phone:  
Account: 230145  
Package Type: Package  
Address Type: Residential  
Deliver By: Thu, November 15, 2012  
Package ID: 8800

Special Instructions:

Sender Name: Christy Mitchell  
email: Christy.Mitchell@remington.com  
Prepared By:  
Phone:

Root #	: 230145	Date: 11-08-12	1 lb 7.8 oz	Base :\$	6.88
Cust #	: 0DL0000010619			Spc S:\$	2.00
Zip/Zone	: 04040 / 5			Addl :\$	0.00
Trk #	: 1Z4XX5960300045449				
Pkg ID #	: 8800				
Service	: UPS Ground			Total \$	8.88