

Remington Arms Co., Inc.
Product Service
Legal Case #:9293

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
326021	10/31/2013	10/8/2013	11/1/2013	10/8/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Mike's Outdoor Sports	Attn: Pat	Mike's Outdoor	8643 Pensacola Blvd.	Pensacola	FL	32534		W 850-478-1129 E stan@mikesoutdoors.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S FBC	Concern:1008	Fired on Bolt Closing	Unknown	
C				

10/8/13: Dealer called & said rifle will fire on bolt closing. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27476	E6402834	DR	9/26/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	SIMMONS SPORTING GOODS		U			

CONCERN: FBC

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 @ a discount						
	Repair/Replacement Cost	Repair/Replacement Date				

10/11/13: Mailed ARS, letter, SR paperwork. df 11/6/13: Per Ilion - TA dirty & rusty causing trigger to work sluggish & not return. Can offer to replace TA, check over & test at 1/2 normal cost - quote. I called dealer & left a msg requesting a call back to go over quote. I spoke to Stan @ store. I emailed quote to him for review. df 11/7/13: Stan @ store called & pd quote with a CC#. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/1/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		DR
	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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
	Lift	---Select---	.009

Sear	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY,RUSTY TRIG SLUGGISH WILL FOLLOW DOWN
	Pull	---Select---	5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-Bolt Lock	

Fulcher, Dell Marie

From: Fulcher, Dell Marie
Sent: Wednesday, November 06, 2013 2:31 PM
To: 'stan@mikesoutdoors.com'
Subject: Remington - #9293
Attachments: mad2-sharp-front@remington.com_20131106_142958.pdf

Please see attachment.

Dell Fulcher | Consumer Affairs Administrator Remington Arms Company, LLC PO Box 700, Madison, NC 27025-0700
Phone: 1.800.243.9700 ext 8686 | Fax: 336.548.7872 Email: dell.fulcher@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

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Fulcher, Dell Marie

From: postmaster@remington.com
To: stan@mikesoutdoors.com
Sent: Wednesday, November 06, 2013 2:31 PM
Subject: Relayed: Message relayed (stan@mikesoutdoors.com)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

stan@mikesoutdoors.com

Subject:

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 RE00326021	Serial Number / Description E6402834 → Dom: 1997 Model 700 RIFLE Caliber: 270 WIN	Date Received: 10/31/2013 Estimate Date: 11/01/2013 Date Printed: 11/06/2013
Customer: MIKE'S OUTDOOR SPORTS ATTN: PAT 8643 PENSACOLA BLVD. PENSACOLA, FL 32534 US	Return To: MIKE'S OUTDOOR SPORTS ATTN: PAT 8643 PENSACOLA BLVD. PENSACOLA, FL 32534 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
 trigger assembly dirty and rusty causing trigger to work sluggish and not return properly. can offer to replace trigger assembly, check over and test fire at 1/2 normal cost

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	Billable	1	97.00	50	48.50	
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00	
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50	

Paid 11/7/13 df

Sub Total: 77.00
Est Sales Tax: 4.62
Grand Total: \$81.62

Remington®

22"
DR9/9
54
1009

COPY

October 11, 2013

9293

Mike's Outdoor Sports
Attn: Pat
8643 Pensacola Blvd.
Pensacola, FL 32534
Phone: 850-478-1129

Ref # 9293, Model 700, Serial # E6402834

Enclosed is a prepaid UPS shipping label to cover shipment of this firearm to our factory.
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 05 2013

BY:.....

Number: E6402834

Model: 700



RE00326021

T.D. dirty & rusty CAUSING
TRIG TO WORK SLUGGISH &
NOT RETURN. CAN OBTAIN TO
REPT. T. A. CHECKOUT &
TEST AT THE WORKERS
COST.

Q

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

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

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.**

Service Request Number SR00064210	Serial Number / Description E6402834 Model 700 RIFLE Caliber: 270	Date of Request: 10/11/2013 Date Printed: 10/11/2013
Customer: MIKE'S OUTDOOR SPORTS ATTN: PAT 8643 PENSACOLA BLVD. PENSACOLA, FL 32534 US Email:		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:

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 # 9293. dmf

Parts And Service Details						
Material	Type	Description	Qty Needed	Warranty	Price	Disc Amount
<p>* Gun fires when bolt is closed if safety is in the fire position. Doesn't happen every time but happens very frequently.</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.					Sub Total:	.00
					Est Sales Tax:	.00
					Grand Total:	\$.00

Mike's Outdoor Sports
8643 Pensacola Blvd.
Pensacola, FL 32534
(850) 478-1129
Fax: (850) 478-7213

Return To:

Arms Services
14 Hoelter Ave
Ilion, NY 13357

RA: _____

Date: 10-22-13

Returned Via: Ups

Quantity	Style	Description
<u>1</u>	<u>Remington 700</u>	<u>S/N# EL402834</u>

Reason for Return

Action Requested

Returned By: _____

Date: _____

ARS LABEL REQUEST FORM

DATE: 10/11/2013	Service Request #	SR00064210
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:	MIKE'S OUTDOOR SPORTS ATTN: PAT 8643 PENSACOLA BLVD. SR00064210 PENSACOLA, FL 32534 US Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 OCT 11, 2013 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065050872
 REF 1:SR00064210
 REF 2:

HANDLING CHARGE 0.00	SVC T/P USD	
SINGLE-PIECE PUB RATE	CHRGS:	
OV 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









