

Remington Arms Co., Inc.  
 Product Service  
 Legal Case #:9604

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
335752	1/28/2014	12/5/2013	1/29/2014	11/28/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Russ	Millhoan	27018 Furnivall Ave	Canyon Country	CA	91351		W 818-982-1464 C 818-383-4632 E rgmilhoan@gmail.com

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				

12/4/13: I received email from Russ Milhoan, he said "Two days after sending my last question was Thanksgiving day and we went to the range as I have done many times and when I clicked the safety off....the gun fired. Thankfully it was pointed down range and in a direction I intended to shoot." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	25709	RR23002B	XG	12/26/2012 2:21:16 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT (OH) CORP		Y			

CONCEN: 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, replace TPA, check over and test at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$52					

12/5/13: I emailed customer to confirm address. jbi 12/6/13: I received correct address by email. Sending ARS, letter, and SR paperwork. Box sent on SAP order 1571218. jbi 1/30/14: Per Ilion, "to restore confidence in rifle will replace trigger assembly, check over and test fire at no charge." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/29/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 308 WIN HB
	Date Code		XG
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.009
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-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:**  
RUSS MILLHOAN  
27018 FURNIVALL AVE  
CANYON COUNTRY, CA 91351 US

**Item Return To:**  
RUSS MILLHOAN  
27018 FURNIVALL AVE  
CANYON COUNTRY, CA 91351 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.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>	01/28/2014
RE00335752	RR23002B	<b>Estimate Date:</b>	01/29/2014
	Model: 700 308 WIN Caliber BOLT Action RIFLE MfgBy:	<b>Date Printed:</b>	2/4/2014
	Remington-USA		

### Problems

<b>Reported</b>	<b>Found</b>
R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	X007 - COULD NOT DUPLICATE CUSTOMERS CONCERN

### Technician Comments

to restore confidence in rifle will replace trigger assembly, check over and test fire at no charge

**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
F27591	Part	40-X POL TRIG ASSB RH	1	Warranty	1	.00	0	.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Warranty	1	.00	0	.00
4000119	Service	GR-TEST	1	Warranty	1	.00	0	.00

**Sub Total:** .00

**Est Sales Tax:** .00

**Grand Total:** \$ .00

# Remington®

26"  
4614  
3.5  
.00

December 6, 2013

9604

Russ Millhoan  
27018 Furnivall Ave.  
Canyon Country, CA 91351  
Phone: 818-383-4632

COPY

Ref # 9604, Model 700, Serial # RR23002B

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 30 2014

BY:.....

Serial Number:

RR23002B

Model: 700



RE00335752

could not dup. concerns  
to restore confidence in  
Rifle will pay T.A. check  
over + rest at 11/12  
warranty

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

# 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](http://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.**

<b>Service Request Number</b> SR00070211	<b>Serial Number / Description</b> RR23002B Model 700 RIFLE Caliber: 308	<b>Date of Request:</b> 12/06/2013 <b>Date Printed:</b> 12/06/2013
<b>Customer:</b> RUSS MILLHOAN 27018 FURNIVALL AVE CANYON COUNTRY, CA 91351 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email:	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 #9604. jbi

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

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

**Irving, Jesse B.**

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**From:** Russ Milhoan [rgmilhoan@gmail.com]  
**Sent:** Friday, December 06, 2013 1:48 PM  
**To:** Irving, Jesse B.  
**Subject:** RE: Remington 700

Thank you.

On Dec 6, 2013 5:33 AM, "Irving, Jesse B." <Jesse.Irving@remington.com> wrote:

Russ,

Paperwork and a UPS shipping label will be coming in the mail and a box for shipping will be coming by UPS.

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**From:** Russ Milhoan [mailto:rgmilhoan@gmail.com]  
**Sent:** Thursday, December 05, 2013 6:51 PM  
**To:** Irving, Jesse B.  
**Subject:** RE: Remington 700

Irving,

I am sorry the 91605 is my work zip code, my correct home zip code is 91351 otherwise the address I gave is correct. Phone number is: cell (818) 383-4632 and work is (818) 982.1464. If you call at work just ask for Russ. I assume you got my serial number in the E-Mail last night...if memory serves it was RR23002B. Memory does not always serve me well so I hope you got the note last night.

Russ

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**From:** Irving, Jesse B. [mailto:Jesse.Irving@remington.com]  
**Sent:** Thursday, December 05, 2013 8:26 AM  
**To:** Russ Milhoan  
**Subject:** RE: Remington 700

Russ,

Please confirm your address. Zip code 91605 is coming up as North Hollywood, CA. Also, we need your phone number in case we need to call you. We always recommend removing any accessory items such as scopes or slings and etc. I would be happy to send you a box for shipping.

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**From:** Russ Milhoan [mailto:[rgmilhoan@gmail.com](mailto:rgmilhoan@gmail.com)]  
**Sent:** Thursday, December 05, 2013 1:45 AM  
**To:** Irving, Jesse B.  
**Subject:** RE: Remington 700

Serial number is RR23002B

On Dec 4, 2013 2:00 PM, "Russ Millhoan" <[rgmilhoan@gmail.com](mailto:rgmilhoan@gmail.com)> wrote:

OK, give me till tonight to get the serial number to you and I will send it in. Do I take off the scope and bipod? (I would prefer to keep the scope on since I have dialed it in very precisely). I have a pelican style gun case that would be very secure do you think I should send it in my case? I does pack well in my gun case with the scope. Let me know what you prefer.

Russ

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**From:** Irving, Jesse B. [mailto:[Jesse.Irving@remington.com](mailto:Jesse.Irving@remington.com)]  
**Sent:** Wednesday, December 04, 2013 1:11 PM  
**To:** Russ Millhoan  
**Subject:** RE: Remington 700

Russ,

If you are having an issue, we would like to get it in for examination. I cannot comment on having work done outside of Remington.

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**From:** Russ Millhoan [mailto:[rgmilhoan@gmail.com](mailto:rgmilhoan@gmail.com)]  
**Sent:** Wednesday, December 04, 2013 3:25 PM  
**To:** Irving, Jesse B.  
**Subject:** RE: Remington 700

Thank you very much Jesse, but I would like to consider another option if you think it would be OK. I am told by someone I trust very much that this trigger is likely an adjustable trigger since the gun is less than a year old. Although I have never tried to adjust the trigger (and would never attempt to), I wondered if the gun shop did adjust it before I picked it up. Would it be OK to have it looked at by a gunsmith to check the adjustment? What do you think? I will have to look up the serial number when I get home but the caliber is .308 and mailing address and phone number are below. Do let me know about checking the adjustment with a gunsmith before sending the prepaid box...I would like to take care of this in the simplest way and I don't know if I could bear parting with my baby.

Russ Milhoan

27018 Furnivall Ave

Canyon Country, Ca

91605

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**From:** Irving, Jesse B. [<mailto:Jesse.Irving@remington.com>]  
**Sent:** Wednesday, December 04, 2013 12:07 PM  
**To:** [rgmilhoan@gmail.com](mailto:rgmilhoan@gmail.com)  
**Subject:** Remington 700

Russ,

We would like to have the firearm come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the firearm, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened and when this occurred.

Sincerely,

J.B.

**J.B. Irving** | Consumer Affairs Administrator

**Remington Arms Company, LLC**

870 Remington Dr., PO Box 700, Madison, NC 27025-0700

Phone: [1.800.243.9700](tel:18002439700) | Phone: [336.548.8684](tel:3365488684) | Fax: [336.548.7872](tel:3365487872) or [336.548.7723](tel:3365487723)

Email: [jesse.irving@remington.com](mailto:jesse.irving@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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**From:** Russ Millhoan [<mailto:rgmilhoan@gmail.com>]  
**Sent:** Wednesday, December 04, 2013 2:42 PM  
**To:** shopinfo  
**Subject:** RE: Remington 700

Thank you for your response. I have another question for you about an accidental fire. Two days after sending my last question was Thanksgiving day and we went to the range as I have done many times and when I clicked the safety off...the gun fired. Thankfully it was pointed down range and in a direction I intended to shoot. It is less than a year old and had less than 1000 rounds through it so it has no excessive wear. It is also not a maintenance issue since I always clean my gun between every use. Can you give me some help with this? Perhaps there is a part of the gun that needs special cleaning I may have missed or a particular method of use of the safety I need to know; just grasping at straws here any information would be much appreciated.

Russ Milhoan

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**From:** shopinfo [<mailto:info@shopremingtoncountry.com>]  
**Sent:** Wednesday, December 04, 2013 10:43 AM  
**To:** Russ Millhoan  
**Subject:** RE: Remington 700

Mr. Milhoan,

As far as converting your Model 700 you will need to purchase the aftermarket conversion kit that is offered through Brownell's. What you have listed below is not what it takes for the conversion.

In regards to your question about the ammo, we will need to suggest that you contact Federal since it seems the problem lies with the ammo not the firearm.

Thanks for contacting us and we look forward to the opportunity to serve you again in the future!

**From:** Russ Millhoan [<mailto:rgmilhoan@gmail.com>]  
**Sent:** Tuesday, November 26, 2013 8:26 PM  
**To:** shopinfo  
**Subject:** Remington 700

Dear Sirs,

I have a question about the magazine clip you sell for the Remington model 700. I have found the parts below that I think are needed to convert my model 700 .308 to a magazine...is that all that is needed and can I acquire a larger than 4 round clip?

**Model 700 308/6mm Magazine Box S/A ADL Blued (F15283)**

**Remington Model 700 BDL Short Action Magazine Box - Blued (19645)**

One more question...my model 700 is a few months old and seems to fire my reloads just fine but when I switch to Federal American Eagle each shot has the brass lodge in the chamber and I have to put a dowel down the barrel and tap it in order to be able to eject the spent round. Can you tell me why this happens? Is it because it is new and needs to be broken in or adjusted or anything else?

Thank you,

Russ Milhoan

## ARS LABEL REQUEST FORM

DATE: 12/06/2013	Service Request #	SR00070211
QUANTITY: 1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY: irvingjb	email address:	I will mail

<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>	RUSS MILLHOAN 27018 FURNIVALL AVE CANYON COUNTRY, CA 91351 US SR00070211  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services



4XX696      DEC 6, 2013      ALL CURR USD      1 OF 1  
 SVC GNDCOM      ACT WT 10.0 LBS  
 TRACKING# 1Z4XX6969086215159  
 REF 1:SR00070211  
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE - PIECE PUB RATE CHRG:		RS 0.60
DV 0.00	COD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	PUB + HANDLING 14.28
TOT PUB CHG 14.29		

<b>ATTN: Product Service</b>
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