

Remington Arms Co., Inc.
Product Service
Legal Case #:9525

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
331122	12/16/2013	11/18/2013	1/8/2014	11/10/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Galen	Moeller	2503 Douglas Drive	San Angelo	TX	76904		H 325-656-7570 F 325-653-1807 E gmoe48@aol.com

Incident Information

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

PI

PD Shot hole in deer blind

Cause:4015 Improper Maintenance

Unknown

S FBC

Concern:1008 Fired on Bolt Closing

C

11/18/13: Customer called in. He stated his son-in-law was using the gun on 11/10/13 with him while hunting & the gun fired when he closed the bolt, shot a hole in the deer blind, no injury. Customer stated he read on the internet that the Model 700 has issues. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6293786	CI	4/28/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACE HDWE CONYERS GA	SCOPE BASE	Y			

CONCERN: FSR, SHOT HOLE IN BLIND

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
Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29					

11/25/13: Mailed ARS, letter, SR paperwork. Box order# 1566170. df 12/19/13: Per Ilion - Improper Maintenance. Trigger - DIRTY, STICKY TRIG BINDING TO SIDE PLATES WILL FOLLOW DOWN. df 1/8/14: I emailed Ilion to quote to repair under BLM. df 1/16/14: I spoke w/customer & he apprvd & pd quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		CI
	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; Not Functioning	BINDS
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	BEDDED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
	Description		BOLT LOCK SAFETY

Safety	Function	Like new; Functioning	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY TRIG BINDING TO SIDE PLATES WILL FOLLOW DOWN
	Pull	---Select---	4#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

Quotation

Estimating Report

Parts and Repairs: P/F:

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:

GALEN MOELLER
2503 DOUGLAS DRIVE
SAN ANGELO, TX 76904 US

Item Return To:

GALEN MOELLER
2503 DOUGLAS DRIVE
SAN ANGELO, TX 76904 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.

Repair Number	Serial Number / Description	Date Received:	12/16/2013
RE00331122	A6293786	Estimate Date:	01/14/2014
	Model 700 Center Fire Caliber: 270 WIN	Date Printed:	1/16/2014

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Problems

Found

U007 - REPLACE TRIGGER ASSEMBLY
U008 - BOLT LOCK SAFETY MODIFICATION

Technician Comments

trigger assembly very dirty and sticky, parts bind and work sluggish. 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-SHIPING & 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	20	.00	0 .00

PAID
1/16/14 df

Sub Total: 37.00
Est Sales Tax: 2.50
Grand Total: \$39.50

Remington®

COPY

22nd
CI 4/7
4#
.007

November 18, 2013

9525

Galen Moeller
2503 Douglas Drive
San Angelo, TX 76904
Phone: 325-656-7570

Ref # 9525, Model 700, Serial # A6293786

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. This shipping label is for a UPS Hub or UPS Terminal or a UPS driver can scan the label and ship the package for you. 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 and will contact me with the results.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 1-800-243-9700 ext 8686
Fax: 336-548-7872

Serial Number:

A6293786

Model: 700



RE00331122

RECEIVED
DEC 19 2013

BY:

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

[REDACTED]

ATTN: Product Service

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

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.**

[illegible]

Model Number: <i>Remington</i> <i>Model 700</i>		Serial Number: <i>AB 293786</i>	
Name: <i>Jalen Moeller</i>		Date of Purchase: <i>inherited</i>	
Address (no PO Boxes): <i>2503 Douglas Dr.</i> <i>2503 Douglas Dr</i>			
City: <i>San Angelo</i> <i>San Angelo</i>		State: <i>TX</i>	Zip: <i>76904</i>
Phone (Daytime): <i>325 655 4187</i>		Fax: <i>325 653 1807</i>	
E-mail Address: <i>GMOe48 @ AOL.com</i>			
Please describe your problem: <i>① fires when release safety</i> <i>② will not go on safety when can cocked</i> <i>③ R Check & Fix</i>			
.500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<p>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.</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. :: Ship your INSURED 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. </p>			

*Use our
UPS label*

ARS LABEL REQUEST FORM

DATE: 11/24/2013	Service Request # SR00068705
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:	GALEN MOELLER 2503 DOUGLAS DRIVE SAN ANGELO, TX 76904 US SR00068705 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 25, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066350528
 REF 1: SR00068705
 REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
BY 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 0.50
AH 0.00	PR 0.00	SD 0.00
		SP 0.00
TOT PUB CHG 12.98	PUB+HANDLING	12.98

ATTN: Product Service







