

Remington Arms Co., Inc.
Product Service
Legal Case #:8652

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
301658	2/22/2013	2/25/2013	2/25/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jim	Nick	4501 Burger Ln	Wausau	WI	54403		W 800-690-5055 E jnick@amfam.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PJ				
PD	Cause:4006	Altered Adjustments or Components		
S	Fired going from safe to fire	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

2/28/13 Per email sent to Remington.com, incid #121211-000135, "in the past 10 years, it has ghost fired 2 times, one time in Alberta".cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	26107	E6616564	BU	1/31/2000 2:10:01 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD	SCOPE BASE,RINGS	U			

CONCERN: FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Return as received						

Repair/Replacement Cost Repair/Replacement Date

2/28/13 Per Ilion, trigger is set below min specs and trigger not returning properly. Can offer to replace TPA, clean and test at 1/2 normal cost.cm 3/4/13 Per email from Nick, return as received.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/25/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 300 RUM
	Date Code		BU
	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	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN DURING NULL TEST
	Pull	---Select---	3#
	Altered	True	APPEARS PULL SCREW ALTERED AND RESEALED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE, RINGS

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Remington	CF/BA	700/300 RUM	26107	E6616564	BU	1/31/2000 2:10:01 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BILL HICKS & CO LTD	SCOPE BASE,RINGS	U			

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
Can offer to replace TPA, clean and test at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

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Examination[Remington/CF/BA]

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Examination	Examiner		B.TRAVIS
	Exam Date		2/25/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 300 RUM
	Date Code		BU
	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
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	Cut Condition	Slightly Worn; Functioning	
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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	
Scar	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN DURING NULL TEST
	Pull	---Select---	3#
	Altered	True	APPEARS PULL SCREW ALTERED AND RESEALED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE,RINGS

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



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 serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. PLEASE RETAIN THIS YOUR RECORDS.

Service Request Number: **SR00038811**
Serial Number / Description: E6616564
Model 700 RIFLE Caliber: 300

Date of Request: 2/17/2012
Date Printed: 2/17/2012

Customer:
JIM NICK
4501 BURGER LANE
WAUSAU, WI 54403 US

Email: jnick@amfam.com

Destination:
Aims 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 rep returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M993 - EVALUATE

Service Request Section
Gun fired more than one incident when going from safe to fire.

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:

E6616564

Model: 700



RE00301658

TRIG. is set below min spec
+ trig - not ret. properly, can
open to rip. TIA, clean rest
at 1/2 normal cost.

Q

RECEIVED
FEB 26 2013

Sub Total: .00
Est Sales Tax: .00

BY: _____ Grand Total: \$.00

2611
3 #

361/20
.014

Nick, James E

From: Remington Information [info@remington.com]
Sent: Tuesday, December 11, 2012 1:45 PM
To: Nick, James E
Subject: rem 700 [Incident: 121211-000135]

Thank you for contacting the Remington Arms Co. Online Help Center, we appreciate your inquiry and look forward to the opportunity to be of service to you.

To access your question from our support site, click here.

Question Reference #121211-000135

Summary: rem 700
Date Created: 12/11/2012 02:44 PM
Last Updated: 12/11/2012 02:44 PM
Status: Unresolved

Discussion Thread

Customer By Email (jim nick)

12/11/2012 02:44 PM

Good afternoon

I have 3 rem 700's , 7mm ultra mag, 300 ultra mag, 338 ultra mag. Great guns ! I just shot a white tail in Alberta with the 300 at 648 yards.

Problem is, is that in the past 10 years, it has ghost fired 2 times, one time in Alberta, and it is a bit frightening. What are you doing with these guns to correct the problem ?

Please e mail me or call me

Thanks

Jim

1-800-690-5055

Thank you!!

[cid:image001.gif@01CDD7A4.1CE94370]<<http://www.amfam.com/default.asp>>

JIM NICK, AGENT | AMERICAN FAMILY INSURANCE

5406 RIB MOUNTAIN DR | PO BOX 2106 | WAUSAU, WI 54401

OFFICE: 715.359.5055 | FAX: 715.359.5900

CLAIMS/PAYMENTS/AFTER HOURS ASSISTANCE: 1-800-MYAMFAM (1-800-692-6326)

"WE WANT YOUR 10!" You may receive a JD Power & Associates survey to evaluate our services. If there is any reason we do not deserve a 10 for your experience with your Agent or Agency Staff, please let us know.

email<<mailto:jnick@amfam.com>> | website<<http://insurance-agency.amfam.com/WI/james-e-nick/default.aspx>> | quote<<http://insurance-agency.amfam.com/WI/james-e-nick/default.aspx>> | map<<http://insurance-agency.amfam.com/WI/james-e-nick/map.aspx>>

[cid:image002.gif@01CDD7A4.1CE94370]<<http://www.facebook.com/#!/JamesNickAgency>>

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 RE00301658	Serial Number / Description E6616564 Model 700 Center Fire Caliber: 300 REM ULTRA MAG	Date Received: 02/22/2013 Estimate Date: 02/25/2013 Date Printed: 02/28/2013
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Customer:

JIM NICK
4501 BURGER LANE
WAUSAU, WI 54403 US

Return To:

JIM NICK
4501 BURGER LANE
WAUSAU, WI 54403 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

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
M993 - EVALUATE

Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

trigger pull is set below min specs and trigger is not returning properly.can offer to replace trigger plate assembly, clean 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
F305572B	Part	700 X-MARK PRO TRIG ASSB LH BLACK (OS)	1	Billable	1	86.00	50	43.00
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 71.50

Est Sales Tax: 3.58

Grand Total: \$75.08





