

Remington Arms Co., Inc.
Product Service
Legal Case #:9156

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
321167	9/16/2013	9/17/2013	9/17/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Pete's Guns	Attn: Pete	Pete's Guns	251 State St.	Carthage	NY	13619		C 315-408-6675 E gunguy39@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S FSR	Concern:1007	Fired on Safe Release		
C				

8/30/13: Dealer called in. He said consumer brought rifle to him & said about 2-3 weeks ago (no incident date available), the rifle had a FSR, no damage, no injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6350621	DI	9/1/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	ROSKIN BROS MIDDLETOWN NY	SCOPE BASE,RINGS	N			

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

9/3/13: Mailed ARS, letter & SR paperwork to dealer. df 9/18/13: Per Ilion - TA dirty & set screws altered. Replace TA, check over & test under BLM - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	9/17/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	22" 3006 SPRG	
	Date Code	DI	
	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	BOLT LOCK SAFETY	
	Function	Like new; Functioning	
Sear	Lift	---Select---	
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,SLUGGISH
	Pull	---Select---	6#
	Altered	True	SEALANT MISSING
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description	SCOPE BASE,RINGS	



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	Serial Number / Description	Date Received:
RE00321167	A6350621	09/16/2013
	Model 700 Center Fire Caliber: 30 -06	Estimate Date: 09/17/2013
		Date Printed: 09/26/2013

Customer:

PETE'S GUNS
ATTN: PETE
251 STATE ST.
CARTHAGE, NY 13619 US

Return To:

PETE'S GUNS
ATTN: PETE
251 STATE ST.
CARTHAGE, NY 13619 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

Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
M240 - BOLT LOCK SAFETY MODIFICATION

Technician Comments

trigger assembly dirty and set screws altered.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	1	.00	0	.00

9/26/13
paid w/cc #
df

Sub Total: 37.00

Est Sales Tax: 2.59

Grand Total: \$39.59

Remington®

22"
D I 9/7
6#
007

August 30, 2013

9156

COPY

Pete's Guns
Attn: Pete
251 State St.
Carthage, NY 13619
Phone: 315-408-6675

Ref # 9156, Model 700, Serial # A6350621

Enclosed is a prepaid UPS shipping label to cover shipment of the firearm to our factory for examination.

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,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 336-548-8686
Fax: 336-548-7872

RECEIVED
SEP 18 2013

BY:.....

Serial
Number:

A6350621

Model: 700



RE00321167

T.A. dirty + set screws alt.
Rep. TAA, check over + test
and BLP for 20+

Q

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

PS 33479

Model Number: Rem 700		Serial Number: A6350621	
Name: Pete's Guns		Date of Purchase:	
Address (no PO Boxes): 251 STATE ST			
City: CARThage	State: NY	Zip: 13619	
Phone (Daytime): 315 408 6675		Fax:	
E-mail Address: gunguy34@yahoo.com			
Please describe your problem: GUN Fires when Safety IS Released AND some times mis fires and then will go off when starting to lower GUN from shoulder			
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

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 SR00060565	Serial Number / Description A6350621 Model 700 Center Fire Caliber: 3006	Date of Request: 09/03/2013 Date Printed: 09/03/2013
Customer: PETE'S GUNS ATTN: PETE 251 STATE ST. CARTHAGE, NY 13619 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 # 9156. dmf

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

ARS LABEL REQUEST FORM

DATE:	09/03/2013	Service Request #	SR00060565
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:	PETE'S GUNS ATTN: PETE 251 STATE ST. SR00060565 CARTHAGE, NY 13619 US Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 SEP 3, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067521752
 REF 1: SR00060565
 REF 2:

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRG:			
DV 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	
TOT PUB CHG 9.00		SP 0.00	
	PUB+HANDLING	9.00	

ATTN: Product Service	
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