

Remington Arms Co., Inc.
Product Service
Legal Case #:9477

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
329417	12/3/2013	11/14/2013	12/4/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Mike	Rackley	35 Slate Trail	Windyville	MO	65783		H 417-345-2441 C 417-588-6115* E mrackley15@dallascountysheriff.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Hit hard in hand				
PD Cause:4006	Altered Adjustments or Components		N	Customer stated he's fine
S FBC Concern:1008	Fired on Bolt Closing			
C				

11/14/13: Email forwarded from Jay Stuart with customer concern. I called the customer - a Sheriff - and he stated his rifle fired when he closed the bolt - no damage - the recoil from the unexpected discharge caused the rifle to hit him hard in the hand - no medical treatment. He said this happened last year during deer season - no date of the incident. He stated he took the rifle to a gunsmith in his area & the gunsmith worked on the gun for him. Customer said now the trigger is hard to pull and the firing pin will not go forward. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	27474	E6299635	OQ	8/1/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART WAREHOUSE #3R		Y			

CONCERN:FBC

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
Remington/700/CF/BA						
Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$46					

11/15/13: Mailed ARS, letter, SR paperwork. Box order# 1563028. df 12/4/13: Per Ilion - TA dirty & set screws

http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9477&Type... 12/26/2013

altered. Excessive engagement & over travel. Repaired at n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/4/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 243 WIN
	Date Code		OQ
	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	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False

Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY, EXCESSIVE ENGAGEMENT AND OVER TRAVEL
	Pull	---Select---	N/A
	Altered	True	SET SCREWS ALTERED
	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

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:	12/03/2013
RE00329417	E6299635	Estimate Date:	12/10/2013
	Model 700 Center Fire Caliber: 243	Date Printed:	12/26/2013

Customer:

MIKE RACKLEY
35 SLATE TRAIL
WINDYVILLE, MO 65783 US

Return To:

MIKE RACKLEY
35 SLATE TRAIL
WINDYVILLE, MO 65783 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

Technician Comments

trigger assembly dirty and set screws altered.excessive engagement and over travel. 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	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®

22"
06 8/c

November 14, 2013

9477

Mike Rackley
35 Slate Trail
Windyville, MO 65783
Phone: 417-588-6115

Ref # 9477, Model 700, Serial # E6299635

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 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

RECEIVED
DEC 04 2013

BY:

Serial
Number:

E6299635

Model: 700



RE00329417

T.A. dirty + set screws A.H.
Excessive engage. + over travel.
can't open to up. T.A. check
over + test AT 1/2 cost

Q

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

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: 700		Serial Number: E6299635	
Name: Mike Rackley		Date of Purchase: 01-24-98	
Address (no PO Boxes): 35 Slate Trail			
City: Windysville		State: MO	Zip: 65783
Phone (Daytime): 417-588-6115		Fax:	
E-mail Address: mrackley150@dallascountysheriff.net			
Please describe your problem: 1) Gun fired as bolt was closed 2) Had gun smith work on gun 3) Gun will not fire now.			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
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.			
:: 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.			

Use our
UPS label

Fulcher, Dell Marie

From: Stuart, Jay
Sent: Thursday, November 14, 2013 3:26 PM
To: Fulcher, Dell Marie
Subject: FW: Repair Assistance.

Please keep me posted

From: Craig A. Alderman [<mailto:calderman@hughes.net>]
Sent: Thursday, November 14, 2013 3:24 PM
To: Stuart, Jay
Subject: RE: Repair Assistance.

Great, Sheriff Mike Rackley, his cell is 417-588-6115, home phone is 417-345-2441. Best way is his cell. I have the gun here to ship for him. He knows you will be calling...

Craig

Craig A. Alderman
Executive Director- Quail and Upland Wildlife Federation, Inc.
P.O. Box 947 Buffalo, Missouri 65622
PH: (417)-345-5960

As of June 2013, QUWF has impacted 1.8 Million Acres of Wildlife Habitat and our chapters spent \$107 Million Dollars in their local communities, that is "Turnin-The-Dirt"

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From: Stuart, Jay [<mailto:Jay.Stuart@remington.com>]
Sent: Thursday, November 14, 2013 2:13 PM
To: Craig A. Alderman
Cc: Fulcher, Dell Marie
Subject: RE: Repair Assistance.

Hi Craig
I will need the Sheriff's name and number to begin the process.
We will need to work directly with him since he is the owner of the firearm.
Please send to me and we will contact him asap.
Thanks.

From: Craig A. Alderman [<mailto:calderman@hughes.net>]
Sent: Thursday, November 14, 2013 2:49 PM
To: Stuart, Jay; Force, Laden
Subject: Repair Assistance.
Importance: High

The Sheriff just dropped of his .243 model 700 rifle that was firing when you drop the bolt. He duplicated it twice and then put the gun up. As a qualified sniper he knows guns. The gun is a 1984 model I think he said, and I know this was an issue so where and to whom should I send this too?

It was to be a family heirloom given to his son this year but the issue stopped the hand down. He would like to keep as much of the original as possible, especially the stock and barrel but also understands it may take a replacement to solve the drop bolt firing.

Let me know where to send it. Thanks!!

Craig

**Craig A. Alderman
Executive Director- Quail and Upland Wildlife Federation, Inc.
P.O. Box 947 Buffalo, Missouri 65622
PH: (417)-345-5960**

As of June 2013, QUWF has impacted 1.8 Million Acres of Wildlife Habitat and our chapters spent \$107 Million Dollars in their local communities, that is "Turnin-The-Dirt"

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ARS LABEL REQUEST FORM

DATE: 11/14/2013	Service Request #: SR00067718
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mikheeda	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 RACKLEY 35 SLATE TRAIL WINDYVILLE, MO 65781 US SR00067718 Email:
RETURN ITEM TO:	ILN Arms Services



4XYS06 NOV 14, 2013 ALL CURR USD 1 OF 1
 SVC UNOCOM ACT WT 10.0 LBS
 TRACKING 124XYS063855476821
 REF 1:SR00067718
 REF 2:

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRG:			
OV 0.00	CCO 0.00	SVC T/P WGT	RS 0.00
OC 0.00	DCO 0.00		SO 0.00
PH 0.00	PR 0.00		SP 0.00
TOT PUB CHG 11.00		PUB+HANDLING 11.00	

ATTN: Product Service









