

Remington Arms Co., Inc.
Product Service
Legal Case #:9400

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
327936	11/18/2013	10/31/2013	11/20/2013	10/28/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	S&K Sporting Goods	Attn: Kenneth	S&K Sporting Go	1910 Duvall Rd.	Chatsworth	GA	30705		W 706-517-2494 E sandksporting@windstream.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	FBC while dry firing	Concern:1008 Fired on Bolt Closing	Unknown	
C				

10/31/13: Dealer called in. He stated his customer brought the rifle to him & said the rifle fired when closing the bolt while dry firing at home on 10/28/13 - no damage, no injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	25971	S6381440	EU	10/27/2000 10:25:34 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	HENRYS TACKLE LLC	SCOPE BASE	U			

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			
Per Ilion - Quote to repair						
	Repair/Replacement Cost	Repair/Replacement Date				

11/4/13: Mailed ARS, letter & SR paperwork to dealer. df 11/22/13: Per Ilion - TA set screws altered. Trigger not returning properly. Replace TA, check over & test at 1/2 cost - quote. df 12/2/13: Spoke w/Kenneth @ store. He apprvd & pd w/CC#. I mailed him a copy of quote stamped Paid. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/20/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26" 300 RUM SS
	Date Code		EU
	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	
	Sub-Assembly	ISS	
Sear	Lift	--Select--	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False

Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	2.5#
	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 RE00327936	Serial Number / Description S6381440 Model 700 RIFLE Caliber: 300 REM ULTRA MAG	Date Received: 11/18/2013	Estimate Date: 11/21/2013
		Date Printed: 12/02/2013	
Customer: S&K SPORTING GOODS ATTN: KENNETH 1910 DUVALL RD. CHATSWORTH, GA 30705 US		Return To: S&K SPORTING GOODS ATTN: KENNETH 1910 DUVALL RD. CHATSWORTH, GA 30705 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	Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

trigger assembly set screws altered and trigger is not returning properly.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	
F305571B	Part	700 X-MARK PRO TRIG ASSB RH SILVER (OS)	1	Billable	1	97.00	50	48.50	
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00	
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50	

12/2/13 df
 Paid w/credit card (visa)

Sub Total: 77.00
Est Sales Tax: 2.91
Grand Total: \$79.91

Remington®

2611
EU 10/20
2.5#
.012

October 31, 2013

9400

S&K Sporting Goods
Attn: Kenneth
1910 Duvall Rd.
Chatsworth, GA 30705
Phone: 706-517-2494

Ref # 9400, Model 700, Serial # S6381440

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

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.

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

RECEIVED
NOV 22 2013

BY:.....

Serial Number:

S6381440

Model: 700



RE00327936

T.A. Setscrews alt. Trig not
set properly. rep. T.A. check
over + rest AT 1/2 cost

Q

Model Number: 700		Serial Number: S6381440	
Name: S+K Sporting Goods		Date of Purchase:	
Address (no PO Boxes): 1910 DURALL Rd			
City: Chatsworth		State: MA	Zip: 30705
Phone (Daytime): 706-517-2494		Fax: SAME	
E-mail Address: SandKSporting@windstream.net			
Please describe your problem: Gun is discharging when bolt shell is in chamber.			
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 INCURED 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

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.**

Service Request Number SR00066374	Serial Number / Description S6381440 Model 700 RIFLE Caliber: 300	Date of Request: 11/04/2013 Date Printed: 11/04/2013
Customer: S&K SPORTING GOODS ATTN: KENNETH 1910 DUVALL RD. CHATSWORTH, GA 30705 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 # 9400.dmf

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

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: 11/04/2013	Service Request #	SR00066374
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:	S&K SPORTING GOODS ATTN: KENNETH 1910 DUVAL RD. SR00066374 CHATSWORTH, GA 30705 US Email:
RETURN ITEM TO:	ILN Arms Services



1 OF 1

4XX696 NOV 4, 2013 ALL CURR USD
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX6969066832861
 REF 1:SR00066374
 REF 2:

HANDLING CHARGE 0.00	SVC T/P USD	
SINGLE - PIECE PUB RATE CHRG:	RS 0.50	
DV 0.00	SD 0.00	
DC 0.00	SP 0.00	
AH 0.00	PUB+ HANDLING 11.01	
TOT PUB CHG 11.01		

ATTN: Product Service







