

Remington Arms Co., Inc.
Product Service
Legal Case #:9560

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
332066	12/26/2013	11/25/2013	12/27/2013	11/11/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rick	Skane	32980 Two Creek Lane	Charlo	MT	59824		H 406-644-7767

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

11/25/13: I received call from Rick Skane, he said that his gun fired on safety release. No injury. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	26129	D6585441	LU	2/24/2000 2:07:43 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	ACUSPORT CORPORATION		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, replace trigger, check over, and test at 50% discount						

Repair/Replacement Cost	Repair/Replacement Date

12/1/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1567892. jbi 1/3/14: Per Ilion, "action and trigger assembly very dirty, sticky, and rusty causing parts to bind and work sluggish. Can offer to replace trigger assembly, check over, and test fire at 1/2 cost." jbi 1/13/14: I called and left message requesting a call back. I received call from Rick Skane, he said that the check is in the mail. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/27/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		22" 3006 SPRG
	Date Code		LU
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	RUSTY BOLT HEAD
	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---	
Magazine	Condition	---Select---	
	Box Condition	Missing	
Overall	Exterior Condition	Slightly Worn; Not Functioning	ACTION DIRTY,RUSTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
	Description		STANDARD SAFETY

Safety	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY,STICKY,RUSTY WILL FOLLOW DOWN
	Pull	---Select---	10+#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-Bolt Lock	

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:

RICK SKANE
32980 TWO CREEK LANE
CHARLO, MT 59824 US

Item Return To:

RICK SKANE
32980 TWO CREEK LANE
CHARLO, MT 59824 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:	12/26/2013
RE00332066	D6585441	Estimate Date:	01/08/2014
	Model 700 Center Fire Caliber: 30 -06 SPRG	Date Printed:	1/8/2014

Problems

Reported

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

action and trigger assembly very dirty, sticky and rusty causing parts to bind and work sluggish. can offer to replace trigger assembly, check over and test fire at 1/2 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	Billable	1	97.00	50	48.50
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: 77.00

Est Sales Tax: .00

Grand Total: \$77.00

Remington®

221
Lu 2/200
10 + #
1012

December 1, 2013

9560

Rick Skane
32980 Two Creek Lane
Charlo, MT 59824
Phone: 406-644-7767

Ref # 9560, Model 700, Serial #D6585441

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

I hope that this action will keep you a loyal Remington customer.

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
JAN 03 2014

BY:

Serial Number: D6585441

Model: 700



RE00332066

Act. + T.A. very dirty, sticky & rusty
causing parts to bind & work slug,
can offer to Mr. T.A. check over
rust at 1/2 cost.

Q

ATTN: Product Service

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 SR00069266		Serial Number / Description D6585441 Model 700DM RIFLE		Date of Request: 12/01/2013 Date Printed: 12/01/2013																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
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ARS LABEL REQUEST FORM

DATE: 12/01/2013	Service Request # SR00009256
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: XXXXXX	email address: XXXXXX

Business:	Remington Service PO Box 700 Madison, NC 27023-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	RICK SEANE 12980 TWO CREEK LANE CHARLO, MT 59824 US SR00009256 Email:
RETURN ITEM TO:	ILN Arms Services



41X096 DEC 2, 2013 ALL CURR USD 1 OF 1
 SVC 0NDL01 ACT WT 10.0 LBS
 TRACKING 134X5869056141014
 REF 1: SR00009256
 REF 2:

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:
 01 0.00 COO 0.00 SVC 1/P 100
 02 0.00 EOD 0.00 PS 0.50
 04 0.00 PR 0.00 SD 0.00
 07 PUB CHG 14.20 SP 0.00
 PUB+HANDLING 14.20

ATTN: Product Service	
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