

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9456

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
331119	12/16/2013	11/11/2013	12/17/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rachel	Sparks	103 Horse Hobble Ln.	Lander	WY	82520		C 307-714-9559 E rasparks@wyoming.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S FSR	Concern:1007	Fired on Safe Release		
C				

11/11/13: Customer called in. She stated she has not been able to get shells to feed up properly. She said the gun fired on safe release sometime in October 2012 - no damage, no injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25771	B6709757	KF	5/1/1985
Date Purchased	Where Purchased	Accessories	Original Owner			
	K MART ENTERPRISES 66044		N			

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

11/12/13: Mailed ARS, letter, SR paperwork. df 12/19/13: Per Ilion - Received w/toe of stock chipped. Could not duplicate concern. TA set screws altered. Check over, replace TA, check function & test at 1/2 cost - quote. df 1/24/14: Customer mailed payment into Consumer Service Dept. A CSR apprvd & applied check. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	12/17/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	22" 270 WIN	
	Date Code	KF	
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	TOE CHIPPED WHEN REC'D
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	STANDARD SAFETY	
	Function	Like new; Functioning	
Sear	Lift	---Select---	.017
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED AND RESEALED
	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:**

RACHEL SPARKS  
103 HORSE HOBBLE LN.  
LANDER, WY 82520 US

**Item Return To:**

RACHEL SPARKS  
103 HORSE HOBBLE LN.  
LANDER, WY 82520 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.

<b>Repair Number</b>	<b>Serial Number / Description</b>	<b>Date Received:</b>	12/16/2013
RE00331119	B6709757	<b>Estimate Date:</b>	12/17/2013
	Model 700 RIFLE Caliber: 270 WIN	<b>Date Printed:</b>	1/14/2014

**Problems**

**Reported**

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Found**

R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

**Technician Comments**

received with toe of stock chipped. could not duplicate concern. trigger assembly set screws altered. check over, replace trigger assembly 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
4000244	Service	GR-PARTS USED IN REPAIRS (MISC)	30	Billable	30	1.00	0	30.00

**PAID**  
1/24/14

**Sub Total:** 107.00  
**Est Sales Tax:** 5.35  
**Grand Total:** \$112.35

# Remington®

COPY

22 11  
KFS/8:  
2.52  
011

November 11, 2013

9456

Rachel Sparks  
103 Horse Hobble Ln.  
Lander, WY 82520  
Phone: 307-714-9559

Ref # 9456, Model 700, Serial # B6709757

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.

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  
DEC 19 2013

BY: .....

Serial Number:

B6709757

Model: 700



RE00331119

Rec'd w/ toe of stock chipped.  
could not disp. concern.  
T.A. sets screws A.H.  
check over, rep. T.A.,  
check function + test  
at 1/2 cost.

G

Model Number: 700		Serial Number: B6709757	
Name: RACHEL SPARKS		Date of Purchase: 1999	
Address (no PO Boxes): 103 Horse Hobble Lane			
City: LAUDER		State: WY	Zip: 82520
Phone (Daytime): 307-714-9559		Fax:	
E-mail Address: rasparks@wyoming.com			
Please describe your problem: Magazine spring. Can only load & fire 1 at a time. Gun fires when safety is moved to "fire" position.			
500 characters left			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<b>WARNING:</b> 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 <del>INSURED</del> 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

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your ~~proof of purchase~~ to assist in the evaluation ~~of your repair~~
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ~~ammunition~~ in a secure carton or box.
- The package should be ~~stuffed~~ to prevent movement.
- Include service request number.
- Shipment of live ammo ~~must~~ be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email ([info@remington.com](mailto:info@remington.com) <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

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Arms Services  
SR# SR00067329  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Product Service



# 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.**

<b>Service Request Number</b> SR00067329	<b>Serial Number / Description</b> B6709757 Model 700 RIFLE Caliber: 270	<b>Date of Request:</b> 11/12/2013 <b>Date Printed:</b> 11/12/2013
<b>Customer:</b> RACHEL SPARKS 103 HORSE HOBBLE LN. LANDER, WY 82520 US	<b>Destination:</b> Arms Services 14 Hoefer Ave Ilion, NY 13357 US	
Email:	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 # 9456. dmf

## Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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: 11/13/2013	Service Request # 580067329
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: R. L. Linder	email address: I WILL MAIL LABEL

### Business:

Remington Service  
PO Box 700  
Madison, NC 27615-0700  
www.Remington.com

## LABEL INFORMATION

### MAIL LABEL TO:

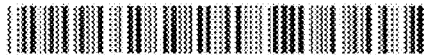
RACHEL SPARKS  
103 HORSE HOBBLE LN.  
LANDER, WY 82520 US  
SR0067329

Email:

### RETURN ITEM TO:

ILN

Arms Services



444555 NOV 13, 2013 ALL CURR USD 1 OF 1  
SVC CNDCTD ACT WT 10.0 LBS  
TRACKING# 124XN00000000113391  
REF 1: SR0067329  
REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
OV 0.00	COO 0.00	SVC 1/P USD
DC 0.00	ODD 0.00	PS 0.58
PH 0.00	PR 0.00	SD 0.00
		SP 0.00
TOT PUB CHG 12.58	PUB+HANDLING	12.58

ATTN: Product Service





