Remington Arms Co., Inc.
Product Service
Legal Case #:8468

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
298263	1/25/2013	1/11/2013	1/29/2013	1/9/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	West	60318 Pearce Chapel Rd.	Smithville	MS	38870		H 662-257-5103 E jdwconnection@yahoo.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				

1/10/13: Customer called in. He stated he had a FSR w/rifle on 1/9/13. No damage, no injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 RUM	26107	E6716805	BV	1/25/2001 2:30:57 PM
Date Purchased	**Where Purchased**	**Accessories**	**Original Owner**			
	SPORTS SOUTH INC		Y			

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 @ 1/2 normal cost						

Repair/Replacement Cost **Repair/Replacement Date**

1/11/13: Mailing ARS & forms. df 1/31/13: Per Ilion - Could not duplicate concern. TA dirty & rusty, parts bind & work sluggish. Can offer to replace TA, check & test at 1/2 normal cost - quote. df 2/12/13: Customer spoke with a CSR & did not agree w/our findings & asked for gun to be returned as received. CSR set up R as R. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/29/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 300 RUM
	Date Code		BV
	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; 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---	
Overall	Exterior Condition	Slightly Worn; 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; Functioning	DIRTY,RUSTY
	Pull	---Select---	5#
	Altered	False	SEALANT PRESANT
	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		
RE00298263	E6716805	**Date Received:**	01/25/2013
	Model 700 Center Fire Caliber: 200 REM ULTRA MAG	**Estimate Date:**	01/29/2013
		Date Printed:	02/08/2013

Customer:
JAMES WEST
60318 PEARCE CHAPEL RD.
SMITHVILLE, MS 38870 US

Return To:
JAMES WEST
60318 PEARCE CHAPEL RD.
SMITHVILLE, MS 38870 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

could not duplicate concern. trigger assembly dirty and rusty,parts bind and work sluggish.can offer to replace trigger plate assm,clean 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	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

Sub Total:	77.00
Est Sales Tax:	5.39
Grand Total:	$82.39

26"
BU1/01
5#
.012

Remington®

COPY

January 11, 2013

8468

James West
60318 Pearce Chapel Rd.
Smithville, MS 38870
Phone: 662-257-5103

Ref # 8468, Model 700, Serial # E6716805

Enclosed is a prepaid UPS shipping label to cover shipment of your 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 and will contact me with the results.

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
JAN 31 2013
BY:

enclosure

could not dup. concern
T.A. dirty + rusty parts
BIND + work sluggish.
CAN O Ship TO RP TP A, check
+ REST AT 1/2 NORMAL COST

Q

Serial Number: E6716805
Model: 700
RE00298263

PS 34288

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
SR00041489

Serial Number / Description
E6716805
Model 700 RIFLE Caliber: 300

Date of Request: 01/11/2013
Date Printed: 01/11/2013

Customer:
JAMES WEST
60318 PEARCE CHAPEL RD.
SMITHVILLE, MS 38870 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 # 8468. 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

PS 34289

Model Number:	Serial Number:
700 LH	E6716805
Name:	**Date of Purchase:**
James O. West	8/26/2002

Lost Rec. but purchased from Hunters Haven Oxford, MS.

Address (no PO Boxes):
60318 Pearce Chapel Rd.

City:	State:	Zip:
Smithville	MS	38870

Phone (Daytime):	Fax:
662-257-5103	

E-mail Address: jdwconnection@yahoo.com

Please describe your problem:

discharged when taking off safety
It was raining on the day it happened.

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.

ARS LABEL REQUEST FORM

DATE:	01/11/2013	**Service Request #**	SR00041489
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

LABEL INFORMATION

MAIL LABEL TO:

JAMES WEST
60318 PEARCE CHAPEL RD.
SMITHVILLE, MS 38870 US
SR00041489

Email:

RETURN ITEM TO:

ILN

Arms Services

4XX596 JAN 11, 2013 ACT WT 10.0 LBS #PK 1
SVC GNDCOM BL WT 10.0 LBS
TRACKING# 1Z4XX5969067283822 ALL CURRENCY USD
REF 1:SR00041489
REF 2:

HC 0.00 CNS 0.00 FRT: 3RD
SHIPMENT PUB RATE CHARGES: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00
AH 0.00 PR 0.00 ROD 0.00
TOT PUB CHG 10.35 PUB+HANDLING 10.35

ATTN: Product Service

Pitney Bowes

ShipRequest™

Ship To:	James West
Company:	
Address 1:	60318 Pearce Chapel Rd
Address 2:	
Address 3:	
City:	Smithville
State/Province:	Mississippi
ZIP/Postal Code:	38870
Country:	United States
email:	
Phone:	
Account:	230145
Package Type:	Package
Address Type:	Residential
Deliver By:	Fri, January 18, 2013
Package ID:	8800

Special Instructions:

Sender Name:	Christy Mitchell
email:	Christy.Mitchell@remington.com
Prepared By:	
Phone:	

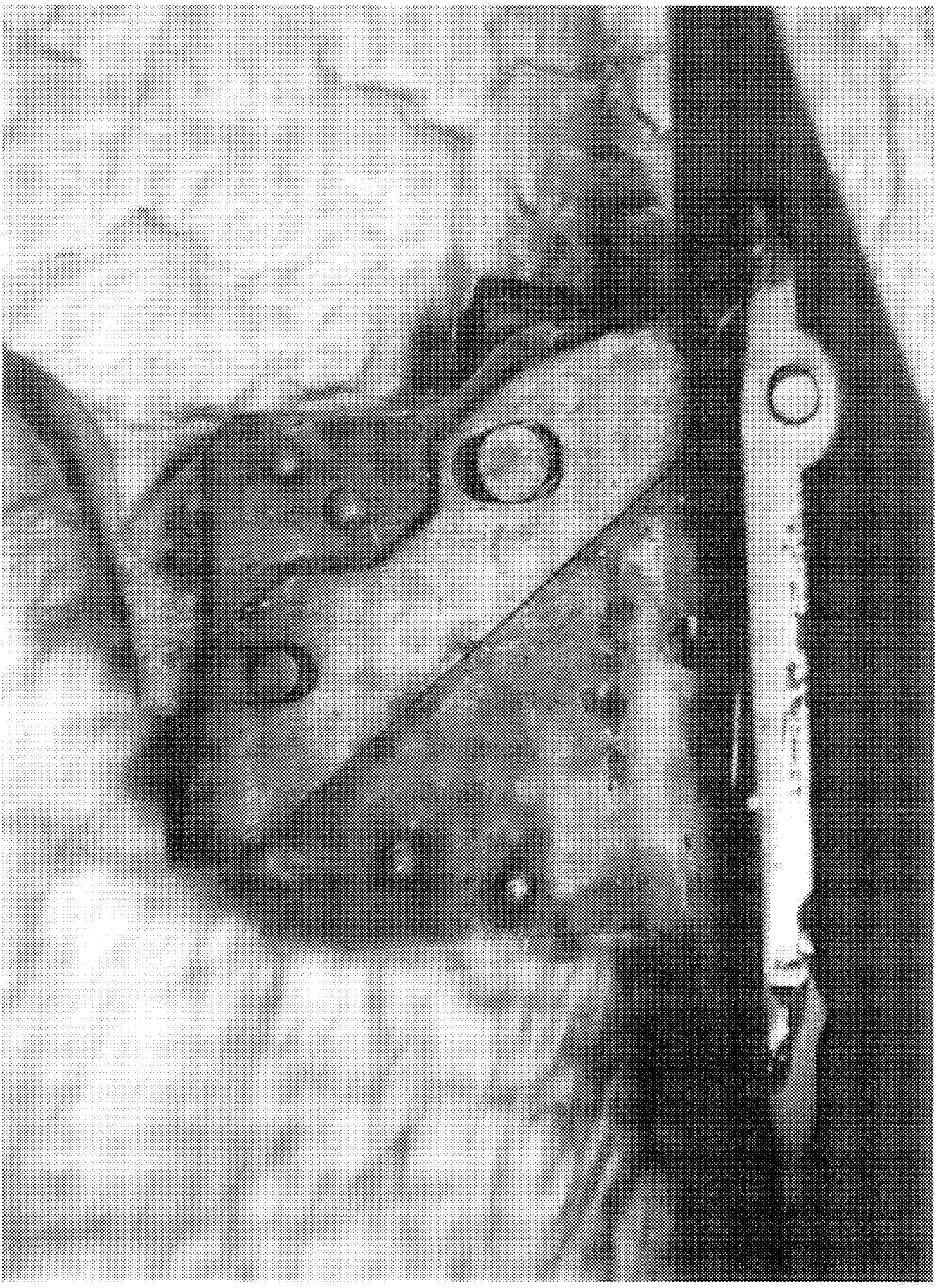
Date: 01-14-13 1 lb 14.1 oz

Acct # : 230145
Cust # : ODL0000012103
Zip/Zone: 38870 / 4
Trk # : 1Z4XX5960300050933
Pkg ID #: 8800
Service : UPS Ground

Base :$	6.74
Spc S:$	2.00
Addl :$	0.00
Total $	8.74

PS 34292

PS 34293



PS 34294

PS 34295

PS 34296