

BARBER - Kinzer PPS GAL RE0008464

Remington Arms Co., Inc.

Product Service

Legal Case #:2187

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
142279	2/28/2008	2/29/2008	2/29/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Roscoe	White	1247 Four Forks Rd.	Elizabeth City	NC	27909		H 252-264-3316

Incident Information

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

3/3/08-correspondence from repair-gun fires when you push the safety off.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	27271	S6574111	OA	7/11/2006 1:15:28 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
9/17/2006	AMERICAN ROD & GUN		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
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35	3/3/2008				

3/3/08-replace TA at n/c-goodwill,lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/29/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	CUST. USING WD 40
Barrel	Description		26" 7MM REM MAG SS
	Date Code		OA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=2187&Type=Case>

3/4/2008

	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	Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	DIRTY
	Stock Condition	Worn; Functioning	MARRED/SCRATCHED
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 X-MARK PRO SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	DIRTY STICKY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

2181

OA 7/06
6#
.012
26"

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 700 SPS STAINLESS		Serial Number: S6574111	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: ROSCOE WHITE		Date of Purchase: 9-17-2006	
Address (no PO Boxes): 1247 FOUR FORKS RD			
City: ELIZABETH CITY		State: NC	Zip: 27909
Phone (Daytime): (252) 264-3316		Fax:	
E-mail Address:			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem:			
GUN FIRES WHEN YOU PUSH SAFETY OFF			
IT HAPPENED ONCE IN 2006 - TWICE WITHIN 10 min.			
IN 2007. SO I QUIT USING THE SAFETY			
USED VERY LITTLE. ONLY USED 2-3 BOXES			
OF BULLETS			
Ammunition Information:			
Manufacturer: REMINGTON WINCHESTER		Type: 7 mm REM MAG	
Other (i.e. bullet weight/type, shot size, powder): 150 GR POWER-POINT			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: WD 40			
How often do you clean the bore? (Months or Number of rounds) ONCE YEAR - AFTER HUNTING			

Serial Number:

S6574111

Model: 700



RE00142279

of rounds)	"	"	"
or Number of rounds)	"	"	"

could not duplicate concern.
TRIG. ASSM. DIRTY + STICKY. cust.
using a non recommended lube.
replace TPA, check own, clean
AT H/L

WARRANTY
(HOLD TPA FOR P.S.)

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>NEVER</i>
What were the services performed?
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;">REMINGTON ARMS CO., INC</p> <p style="text-align: center;">ATTN: Arms Service Division</p> <p style="text-align: center;">14 Hoefler Ave</p> <p style="text-align: center;">Ilion, NY 13357</p>
<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.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: 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.</p> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.</p>

Remington

1-800-243-9700



Cashier: 20 Type: Sale
 Store: 0018 Term: 020 Tran: 5703
 Date: 09/17/2006 Time: 2:36PM
 Operator Number: 10039

GOV BACKGROUND OUT 033548561092

REG \$5.00 N 5.00

✓ REWARDS POINTS: 10

700 SPS STAINLESS 047700272719

REG \$529.99 529.99

REWARDS POINTS: 530

SA PLUS LAUNDRY DE 021291011001

REG \$9.99 9.99

REWARDS POINTS: 10

LS TEAM REALTREE 040077136684

REG \$6.88 6.88

REWARDS POINTS: 7

LS TEAM REALTREE 040077136684

REG \$6.88 6.88

REWARDS POINTS: 7

SAVANNA EXT DELUXE 701970048565

REG \$159.95 159.95

REWARDS POINTS: 160

STD 700 RH-LA IPC 030317500030

REG \$21.99 21.99

REWARDS POINTS: 22

SUPER X RIFLE 020892200326

REG \$20.99 20.99

REWARDS POINTS: 21

SUPER X RIFLE 020892200326

REG \$20.99 20.99

REWARDS POINTS: 21

SUPER X RIFLE 020892200326

REG \$20.99 20.99

REWARDS POINTS: 21

SUBTOTAL 803.65

5.0% Sales Tax 39.93

TOTAL 843.58

SUBTOTAL 803.65

5.0% Sales Tax 39.93

TOTAL 843.58

PLC COUPON 80.37

APPROVAL: 017101 STAN: 020344

Keyed Account # Credit card # redacted

Promotion Code: 0010

10% Off Savings

Private Card 763.21

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00142279** Serial: S6574111 Model: 700 Center Fire Caliber: 7 MM REM MAG Produced: 07/11/2006 Repairman: Status: Repairing 2/29/2008 8:39:51 AM

Verify Repair

Address Information

Customer: Received From: Return To: Received From:

Name: **ROSCOE WHITE** **ROSCOE WHITE**

Address 1: **1247 FOUR FORKS RD.** **1247 FOUR FORKS RD.**

Address 2: PO Box: PO Box:

City: **ELIZABETH CITY** **ELIZABETH CITY**

State: **NC** Zip Code: **27909** Country: **US** State: **NC** Zip Code: **27909** Country: **US**

FFL

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Desc2
2/28/2008 1:09:3	New	sanguiney	Repair Added	
2/28/2008 1:11:4	Closed	sanguiney	Closed at Expedite	
2/29/2008 8:39:5	ReOpen	pencil		
2/29/2008 8:40:0	Expedite	pencil	From: Product Services To: Repair Bench	

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has Been Approved ☐ Internal Repair ☐

Current Status: **Repairing** 2/29/2008 8:39:51 AM

Repair Location: **ILN**

Current Location: **ILN**

Transfer Number:

Repair Search Refresh Close

supriyl 2/29/2008 10:57 AM CARS NUM IN3 SCRL

start Inbox - Microsoft Outlook United Mailbox Arms Services Repair Microsoft Excel PS 10:57 AM

RECEIVED

MAR 23 2008

BY: *[Signature]*