

BARBER - Kinzer PPS GAL RE 0010153

Remington Arms Co., Inc.
Product Service
Legal Case #:4847

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213676	12/21/2010	10/26/2010	12/21/2010	10/25/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Cameron	Buffkin	4465 Red Bluff Rd	Loris	SC	29569		C 843-385-2101

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

10/26/10: Customer called in. He watched CNBC show. He was hunting on 10/25/10 & had FSR w/rifle. No damage-No injury. Not mad @ Remington. Wants rifle fixed. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7 MM MAG	27125	G6615396		10/13/2006 7:44:12 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART STORE 01-0586		N			

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
Quote to repair @ 1/2 normal charges						

Repair/Replacement Cost Repair/Replacement Date

10/26/10: Sending ARS, letter, form & box. Box order# 1152223. df 12/15/10: Customer called. He didn't put my ltr inside box w/gun. I emailed Ilion to have gun go to PS for pics & exam data. Customer agreed to charges & wants it sent COD. df 1/7/11: Per Ilion - Adjustments altered trigger pull way below specs. Trigger spring does not have enough pressure to reset - quote. Gun shipped out COD. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		12/21/2010
	Product Type		RF
	Action Type		A
	Assigned To		Nagle
Cause	4006	Altered Adjustments or Components	
Barrel	Description		26 inch
	Date Code		EA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4847&Type=Case>

1/7/2011

	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	True		
Locking	Block Condition	---Select---		
	Lug Condition	Slightly Worn; Functioning		
	Notch Condition	---Select---		
Magazine	Condition	---Select---		
	Box Condition	Slightly Worn; Functioning		
Overall	Exterior Condition	Slightly Worn; Functioning		
	Stock Condition	Slightly Worn; Functioning		
	Fore End Condition	---Select---		
Receiver	Condition	Slightly Worn; Functioning		
	Bulged	False		
Safety	Description		Model 700	
	Function	Slightly Worn; Functioning		
Sear	Lift	---Select---	not measured	
	Notch	Like new; Functioning		
	Condition	Abused; Functioning		Adjustments altered trigger pull way below specs. Trigger spring does not have enough pressure to re
Pull	Trigger	---Select---	1.75 lbs	
Altered		True		
Sub-Assembly		M/700 Non-Bolt Lock		

Remington.

www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	10/26/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 4847 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Cameron Buffkin 4465 Red Bluff Rd Loris, SC 29569 Ph: 843-385-2101
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 OCT 26, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065203144
 REF 1: CAMERON BUFFKIN/CD/DMF
 REF 2: 4847/RIFLE
 HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:
 DV 0.00 COD 0.00 SVC T/P USD
 DC 0.00 DGD 0.00 RS 0.50
 AH 0.00 PR 0.00 SD 0.00
 TOT PUB CHG 8.78 PUB+HANDLING SP 0.00

frmRepairMain - FGI Repairs
File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

frmREInquiry - Repair Inquiry

Repair Number: RE00213676 Serial: G6615396 Model: 700 Center Fire Caliber: 7
MM-REM MAG Produced: 10/13/2006 SKU: 27125 Repairman: Mike Lawton
Status: ApprovalHold 12/21/2010 8:09:51 AM

Verify Repair

ADDRESS INFORMATION

Customer Received from Return To Received from

Name: CAMERON BUFFKIN CAMERON BUFFKIN
Address 1: 4465 RED BLUFF RD 4465 RED BLUFF RD
Address 2: PO Box: PO Box:
City: LORIS LORIS
State: SC Zip Code: 29569 Country: US SC Zip Code: 29569 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Code	User ID	Desc1	Desc2
Comment	fulcherdm	I will set it up to go OOD	
Comment	stegalire	Consumer Contact for Re...	
Maint	penceril	Repair Maintenance	Status: Repairing
ApprovalH...	penceril	Status: ApprovalHold	
Maint	penceril	Repair Maintenance	Status: ApprovalHold

☐ Shipping Hold
☐ Interface Hold
☒ Estimate Sent
☐ Parts Received
☐ Passed Inspection
☐ Return as Received
☐ Has Been Approved
☐ Internal Repair
☐ Exclude TATC

Current Status: ApprovalHold
12/21/2010 8:09:51 AM
fulcherdm
ApproveFlack
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search Refresh Close

Back on approval it was so far out of proper adjustment I d.d not feel a n/c repair was justified.

FRED 12/21/10

DEC 21 2010

BY:.....

Totals:

Price (Excl S&H):

0.00

1.380

Carrier Instructions:

Warehouse Instructions:

Customer Text:

Expect any backordered parts to ship within 30 days. 15% restocking fee on returned parts.
Questions concerning your order should be directed to 1-800-243-9700. Monday-Friday 9:00 AM - 5:00 PM EST
Please have order# available to expedite processing.

Please inform me of any additional
charges before service or work is
rendered.

Thank you,
Cameron Buffkin

Trigger loose
from adjustment

1.75 TP

#4847

Altered adjustments

CLAIMS FSR at 50%
- Replace TA ~~at~~
as gesture of good will
FREE 12/21/10

Serial Number:
66615396
 Model: **700**

CAMERON BUFFKIN
 1455 RED BLUFF RD.
 LORIS SC 29369
 10 LBS
 1 OF 1
 (18) RS
 SHIP TO:
 PRODUCT SERVICES
 REMINGTON ARMS CO. INC.
 14 HOEFER AVE.
 ILION NY 13357
 NY 135 0-01
 UPS GROUND
 TRACKING #: 1Z 4XX 596 90 6520 3144
 BILLING: 3RD PARTY
 DESC: FIREARMS
 RETURN SERVICE
 REF 1: CAMERON BUFFKIN/CD/DHF
 REF 2: 4847/RIFLE
 US 12.8.17
 L2142 03 04 10/2010

Price(Excl S&H): 0.00 1.380

Trigger loss 1.75 TP
 from adjustment

#4847

Altered adjustments

parts to ship within 30 days. 15% restocking fee on returned parts.
 order should be directed to 1-800-243-9700. Monday-Friday 9:00 AM - 5:00 PM EST
 able to expedite processing.

of any additional
 price or work is

Thank you,
 Cameron Buffkin

CLAIMS FSR at 50%
 - Replace TA ~~at~~
 as gesture of good will
 TRPO 12/21/10

frmRepairMan - Repair Inquiry

Repair Number: **RE00213676** Serial: **G6615396** Model: **700** Center Fire Caliber: **7** Repairman: **Mike Lawson**
 MM-REM-MAG Produced: **10/13/2006** SKU: **27125** Status: **Approval Hold 12/15/2010 4:47:34 PM**

Verify Repair: ☐

ADDRESS INFORMATION

Customer: ☐ Received from: ☐ Return To: ☐ Received from: ☐

Name: **CAMERON BUFFKIN** **CAMERON BUFFKIN**
 Address 1: **4465 RED BLUFF RD** **4465 RED BLUFF RD**
 Address 2: PO Box:
 City: **LORIS** **LORIS**
 State: **SC** Zip Code: **29569** Country: **US** **SC** Zip Code: **29569** Country: **US**

FFL:

Contact / Condition / Problems / Estimate / History / Status / Shipping / Billing

Problems Reported

Code	Desc
M100	SEE CUSTOMERS LETTER

Problems Found

Code	Desc
M127	TRIGGER PULL IS OUT O...
M178	TRIG ADJ SCREWS RES...

Repair Notes

Trigger assembly is in an unsafe condition. Trigger adjustment screws have been altered. I will replace trigger assembly, clean and test fire for 1/2 normal charge.

Repairman's Comments

CSR Comments

Repair Search Refresh Close

Repair Search Refresh Close

Mike,

Please give this
one to Fred for review -
It's a Product Service
issue.

Mike
Tom