

Remington Arms Co., Inc.
Product Service
Legal Case #:5204

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
215638	12/22/2010	11/24/2010	1/3/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ken	Davis	296 Regina Ln.	Belvidere	IL	61008		C 815-985-1005 E ken@ame.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4054 As received Follows Down		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

11/24/10: Customer called in. He stated he was at the range about 2 wks ago & had a FBC. No damage, no injury. He inherited the gun from his brother. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	n/a	6530554	AW	3/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	POINT SPT STEVENS PT WIS	TWO PIECE SCOPE BASE	N			

CONCERN:FBC

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 under BLM program						

Repair/Replacement Cost	Repair/Replacement Date
\$77.90	1/12/2011

11/24/10: Sending ARS, ltr, form. df 1/12/11: Per Ilion - Will follow down. TA set screws altered. TA dirty & sticky. Parts work sluggish. Replace TA, clean, test fire under BLM program - quote. Emailed quote to customer. df 1/13/11: Cust. emailed for more info on quote. I provided PS exam info. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/3/2011
	Product Type		RF
	Action Type		A

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5204&Type=Case>

1/13/2011

	Assigned To	T.NAGLE	
Cause	4054	As received Follows Down	
Barrel	Description	24" 300 WIN MAG	
	Date Code	AW	
	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	Like new; Functioning	
	Stop	Slightly Worn; 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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	M/700 BOLT LOCK SAFETY	
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY
	Pull	---Select---	7#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description	TWO PIECE SCOPE BASE	

QUOTATION

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700

www.remington.com info@remington.com

ESTIMATING
REPORT

Parts/Repairs 800-243-9700
Fax 336-548-7801

~~ALL PRICES QUOTED ARE IN EXCHANGE FOR REBURNED 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 (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00215638	Description/Serial Number 6530554	Date Received - 12/20/2010
Account # - R-		Estimate Date - 1/4/2011
		Current Date - 1/4/2011
Customer KENNETH L. DAVIS 296 REGINA LANE BELVIDERE, IL 61008 US		Return To KENNETH L. DAVIS 296 REGINA LANE BELVIDERE, IL 61008 US
Phone (H) (815)-985-1005		Fax
Phone (W)		Email KEN@AME.COM

Please Circle One
VISA MC AMEX DISCOVER Card No. REDACTED
PO Number 342 Exp. Date 3/31/13
Daytime Phone (815) 985-1005 Time To Call 8:00 - 10:00 PM CST Open Acct. R
Approval: Customer Signature Kenneth L. Davis Date 01/13/11
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
Notice: We process checks electronically through Check 21

Reported	Problem	Found
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M178 TRIG ADJ SCREWS RESET, CANNOT BOLT LOCK SAFETY MODIFICATIO M240 DIRTY&STICKY & SLUGGISH SEAR M993 WILL FOLLOW DOWN M994

Technician's Comments
Problem/Notes Will offer under this program to fit new T.P.A. , clean , test for 20\$ + shipping.

Estimate # 22600 Shipping and Handling Charges are NOT included in this Quote

Material #	Material Description	Qty	Warranty Y/N	Price/Unit	Discount Percent	Extended Amt
Part						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	Y	\$94.00	0%	\$0.00
Service						
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00
4000118	GR-CLEAN	1	Y	\$28.00	0%	\$0.00
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00
Sub Total:						\$37.00
Est. Sales Tax:						
Grand Total:						\$37.00

Fulcher, Dell Marie

From: Ken Davis [ken@ame.com]
Sent: Thursday, January 13, 2011 9:05 AM
To: Fulcher, Dell Marie
Subject: Read Notification

The following E-mail has been displayed to Ken Davis <ken@amc.com>

Subject: Ken Davis - Remington Ref# 5204
Date: 01-12-2011 4:10 pm

QUOTATION

BARBER - Kinzer PPS GAL RE 0010474

ESTIMATING REPORT

Parts/Repairs 800-243-9700
Fax 336-548-7801

Remington Arms Company, Inc.
870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700
www.remington.com info@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 (4) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 15 DAYS, WE SHALL RETURN THE ITEM(S) AS RECEIVED POSTAGE DUE.

Repair Order Number RE00215638 Account # - R-	Description/Serial Number 6530554	Date Received - 12/20/2010 Estimate Date - 1/4/2011 Current Date - 1/12/2011
Customer KENNETH L. DAVIS 296 REGINA LANE BELVIDERE. IL 61008 US	Return To KENNETH L. DAVIS 296 REGINA LANE BELVIDERE. IL 61008 US	
Phone (H) (815)-985-1005 Phone (W)	Fax	Email KEN@AME.COM

Please Circle One
VISA MC AMEX DISCOVER Card No. _____ Exp. Date _____
PO Number _____
Daytime Phone (____) _____ Time To Call _____ Open Acct. R _____
Approval: Customer Signature _____ Date _____
☐ If You Desire Any Change Please Use The Reverse Side For Your Comments And Mark This Box
Notice: We process checks electronically through Check 21

Problems			
Reported		Found	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M178	TRIG ADJ SCREWS RESET, CANNOT
		M240	BOLT LOCK SAFETY MODIFICATIO
		M993	DIRTY&STICKY & SLUGGISH SEAR
		M994	WILL FOLLOW DOWN

Technician's Comments

ProblemNotes Will offer under this program to fit new T.P.A. , clean , test for 20\$ + shipping.

Estimate **C.O.D. /Shipping and Handling Charges are NOT Included in this Quote						
Material #	Material Description	Qty	Warranty Y/N	Price/ Unit	Discount Percent	Extended Amt
Part						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	Y	\$94.00	0%	\$0.00
Service						
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4000118	GR-CLEAN	1	Y	\$28.00	0%	\$0.00
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00
4000294	GR-CHECK TPA	1	Y	\$17.00	0%	\$0.00
Sub Total:						\$37.00
Est. Sales Tax:						
Grand Total:						\$37.00

Reference #
110107-000040
Status
Updated
Assigned To
Administrators
Christy -
Product
History
SLA
Not specified
Queue
CSR
Date Created
01/07/2011 11:42 AM
Initial Response
01/11/2011 04:31 PM
Last Updated
01/12/2011 04:43 PM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)

Remington 700 safety misfire

Discussion Thread

Customer (mike basham)

01/12/2011 04:43 PM

Send the mailing lable to Robert Basham 246 Clio Dr. Chickamauga, Ga. 30707 Phone # 423-762-3075

Serial# A6604346

-- On Tue, 1/11/11, Remington Information wrote:

From: Remington Information

Subject: Remington 700 safety misfire [Incident: 110107-000040]

To: dukebasham@yahoo.com

Date: Tuesday, January 11, 2011, 4:31 PM

Response (Christy -)

01/11/2011 04:31 PM

Mr. Basham,

I apologize for the long delay in responding. I can send you a prepaid shipping label to cover shipment to our factory. Please forward the address I can mail the label to and the serial number of the rifle. After inspection we would contact you or send you information regarding the findings and resolution.

Customer (mike basham)

01/07/2011 11:42 AM

My brother has a 700 in a 243 cal. It has misfired 4 times on him when coming of safety. he got the gun for his wife but as it is will not use it any more. I know there is a problem in some 700 and the safety. Where can he go to have the weapon checked

Primary Contact

First Name: mike

Last Name: basham

Organization:

Login: dukebasham@yahoo.com

Title:

Contact Type:

Email: dukebasham@yahoo.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

COPY

24"
AW3/72
74
006

5204

November 24, 2010

Ken Davis
296 Regina Ln.
Belvidere, IL 61008
Ph: 815-985-1005

Ref: # 5204

Dear Mr. Davis,

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 to put inside the shipping container. The letter inside is 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,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

RECEIVED
JAN 05 2011

BY: _____

enclosure

Serial Number:

6530554

Model: 700



RE00215638

will follow down

T.A. Set screws actuated. T.A.
DIRTY + STICKY PARTS WORK
SLUGGISH. Replace TPA, clean
+ test fire under BCP for
\$20.00 + ship

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

down

Print

Reset

Model Number: 700		Serial Number: 6530554	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: Kenneth L Davis		Date of Purchase: un-known	
Address (no PO Boxes): 296 Regina Lane			
City: Belvidere	State: IL	Zip: 61008	
Phone (Daytime): 815-985-1005		Fax: NA	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) ken@ame.com			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: SAFETY ISSUE On or about Nov 11 th 2010 while sighting in chambered & fired one round & while chambering second round gun fired on closure of bolt. I immediately stopped using gun, took it home & cleaned it. After cleaning I cycled the bolt several times & gun would randomly dry fire sometimes on bolt closure some times when moving safety to fire position. I NOW CONSIDER THE GUN UN-SAFE & WILL REFRAN FROM USING IT UNTIL RECEIPT OF QUALITY ASSURANCE FROM REMINGTON FACTORY 3 characters left			
Ammunition Information:			
Manufacturer: Winchester		Type: 300 Win Mag	
Other (i.e. bullet weight/type, shot size, powder): 150 grain factory			
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: Hoppes #9 & Outers
How often do you clean the bore? (Months or Number of rounds) Max 10 rounds / or 6 m
How often do you clean the action? (Months or Number of rounds) Max 10 rounds / or 6 m
How often do you clean the trigger assembly? (Months or Number of rounds) after each use
Brand of lubricant used: Remington Dri Lube
How often do you lubricate the bore? (Months or Number of rounds) 10 rounds / or 6 mo
How often do you lubricate the action? (Months or Number of rounds) 10 rounds / or 6 mo
How often do you lubricate the trigger assembly? (Months or Number of rounds) after each use
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
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? un-known
What were the services performed? NA
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoeffler Avenue Ilion, NY 13357</p>
<p><input type="checkbox"/> 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 style="text-align: center;">:: 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. :: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

return address will be refused.

:: 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.

Charge repairs will be processed using the following guidelines:

:: 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)

:: 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. We process checks electronically through Check21.

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/24/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref # 5204 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Ken Davis 296 Regina Ln. Belvidere, IL 61008 Ph: 815-985-1005
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 29, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969065833740
 REF 1: KEN DAVIS/CD/DMF
 REF 2: 5204/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGs:
 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 8.74 PUB+HANDLING 8.74









