

Remington Arms Co., Inc.  
 Product Service  
 Legal Case #:4976

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211199	11/22/2010	11/4/2010	11/23/2010	11/2/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Joe	Dorough	809 Gerald St.	Henderson	TX	75654		H 903-657-4236 C 903-918-7061

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance	Unknown	
S	Concern:1020	Fired on Bolt Opening		
C	Fired on Bolt Opening			

11/4/10: Customer called in. He was trying to trade in his rifle on 11/2/10 at a local dealer & the dealer was cycling the action. When he opened the bolt the gun dry fired. Dealer gave customer our phone # & told him to call us. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6281016	ES	10/1/1969
Date Purchased	Where Purchased	Accessories	Original Owner			
	J T LLOYD CO LITTLE RK ARK	TWO PIECE SCOPE BASE	N			

CONCERN:FSR,FBC

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
		Remington/700/CF/BA				
Per Ilion - Quote to repair under BLM program	Repair/Replacement Cost	Repair/Replacement Date				
	\$45.23	11/29/2010				

11/4/10: Sending ARS, ltr, form & box. Box order# 1155857. df 11/29/10: Per Ilion - Could not duplicate concern. TA very dirty & sticky. Replace TA, clean & test fire under BLM program - quote. df 11/29/10: Tried to contact cust. No voice mail avail to leave msg. Mailed quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/23/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 30-06 SPR
	Date Code		ES
	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	SLUGGISH
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	Worn; Functioning	ACTION VERY DIRTY
	Stock Condition	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
		False	
Feeding Test			
Trigger	Condition	Slightly Worn; Functioning	T.A. VERY DIRTY,STICKY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

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

[www.remington.com](http://www.remington.com) [info@remington.com](mailto: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.

<b>Repair Order Number</b> RE00211199 Account # - R-	<b>Description/Serial Number</b> 6281016	<b>Date Received -</b> 11/22/2010 <b>Estimate Date -</b> 11/24/2010 <b>Current Date -</b> 11/29/2010
<b>Customer</b> JOE DOROUGH 809 GERALD ST.  HENDERSON. TX 75654 US		<b>Return To</b> JOE DOROUGH 809 GERALD ST.  HENDERSON. TX 75654 US
<b>Phone (H)</b> (903)-657-4236 <b>Phone (W)</b> (903)-918-7061		<b>Fax</b> <b>Email</b>

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

Reported		Problems Found	
M100	SEE CUSTOMERS LETTER	M123	FORWARD TO PRODUCT SERVICE F
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

**Technician's Comments**

ProblemNotes could not duplicate concern.trigger assm very dirty and sticky.replace trigger plate assm,clean and test fire under bolt lock program for \$20.00 + 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
<b>Part</b>						
F305570B	X-MARK PRO 700 TRIG ASSB RH BLACK (O	1	Y	\$94.00	0%	\$0.00
<b>Service</b>						
4000114	GR-SHIPPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000116	GR-LABOR	1	N	\$20.00	0%	\$20.00
4000119	GR-TEST	1	Y	\$23.00	0%	\$0.00
<b>Sub Total:</b>						<b>\$37.00</b>
<b>Est. Sales Tax:</b>						<b>\$2.50</b>
<b>Grand Total:</b>						<b>\$39.50</b>



22"  
ES 10/69  
S#  
007



Factory Repair Form

Return to Previous Page

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

Model Number: <u>700</u>		Serial Number: <u>6281015</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>JOE DOROUGH</u>		Date of Purchase: <u>SEPT 2009</u>	
Address (no PO Boxes): <u>809 KERALA ST</u>			
City: <u>HENDERSON</u>		State: <u>TX</u>	Zip: <u>75652</u>
Phone (Daytime): <u>903 918 7061</u>		Fax: _____	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) _____			
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: <u>JOE BOUGHT AND WAS GOING TO SHOOT A HOG + FLIPPED SAFETY AND WENT OFF FOR ANOTHER ROUND IN WENT TO CHAMBER CLOSED BOLT WENT OFF</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>REMINGTON</u>		Type: _____	
Other (i.e. bullet weight/type, shot size, powder): <u>150 FM</u>			
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: <u>REM-OIL</u>			
How often do you clean the bore? (Months or Number of rounds): <u>ONCE PER MONTH</u>			
How often do you clean the action? (Months or Number of rounds): <u>SPRAY</u>			
How often do you clean the trigger assembly? (Months or Number of rounds): _____			
Brand of lubricant used: _____			
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) SPRAY

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?  YES  NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? NEVER

What were the services performed? \_\_\_\_\_

Ship your INSURED firearm by either UPS or Parcel Post to:

Remington Arms Co., Inc.  
Attn: Arms Service Division  
14 Hoefler Avenue  
Ilion, NY 13357

**⚠ 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.
- :: Provide a return address on both the outside and inside the box. Shipments without a proper 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.

© 2006 Remington Arms Company, Inc. All Rights Reserved.  
Investor Relations | Other Remington Brand Products | Legal Notices | About Us

Visit Our Other Websites

Other Sites



Serial Number:

6281016

Model: 700



RE00211199

could not duplicate concern  
TA very dirty & sticky. My wife  
TAA, could not test fire under  
B&P for \$20.00 + ship

Quote



www.remington.com

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

### ARS LABEL REQUEST FORM

DATE:	11/4/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION:	Ref# 4976 Rifle		

### LABEL INFORMATION

MAIL LABEL TO: Joe Dorough 809 Gerald St. Henderson, TX 75654 Ph: 903-657-4236
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 5, 2010      ALL CURR USD      1 OF 1
SVC GND COM      ACT WT 10.0 LBS
TRACKING# 124XX5969066545390
REF 1: JOE DOROUGH/CD/DMF
REF 2: 497E/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 CHC 9.45      PUB+HANDLING 9.45
    
```







