

## BARBER - Kinzer PPS GAL RE 0010872

Remington Arms Co., Inc.

Product Service

Legal Case #:5147

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 210751 | 11/18/2010  | 11/19/2010      | 11/19/2010  |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street              | City   | State | Zip   | Age | Contact        |
|----------|----------|------------|-----------|---------------------|--------|-------|-------|-----|----------------|
| Reporter | Gun Barn |            | Gun Barn  | 910 West Meadow Ave | Geneva | AL    | 36340 |     | F 334-684-2843 |

## Incident Information

| Claims | Codes                             | Repair Est.                 | Medical Treatment                                     | Medical Status |
|--------|-----------------------------------|-----------------------------|-------------------------------------------------------|----------------|
| PI     |                                   |                             |                                                       |                |
| PD     | Cause:4038                        | Could Not Duplicate Concern |                                                       |                |
| S      | Fires without pulling the trigger | Concern:1025                | Unexplained Discharge - No Mention of Safety Position | Unknown        |
| C      |                                   |                             |                                                       |                |

PI

PD

S Fires without pulling the trigger

Cause:4038 Could Not Duplicate Concern  
Concern:1025 Unexplained Discharge - No Mention of Safety Position

Unknown

C

12/2/10 Per note with firearm, dealer is sending due to owner stating it fires without pulling the trigger.cm

## Firearm Information

| Mfg.           | Type            | Model/Ga.     | SKU            | Serial  | Bbl. | DOM      |
|----------------|-----------------|---------------|----------------|---------|------|----------|
| Remington      | CF/BA           | 700/30-06 SPR | 20000          | 6276545 | DS   | 9/1/1969 |
| Date Purchased | Where Purchased | Accessories   | Original Owner |         |      |          |
|                |                 |               | U              |         |      |          |

CONCERN:FIRES WITHOUT PULLING TRIGGER

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, replace TPA, clean at BLSM program price |                   |              |               |                 |                |               |

Repair/Replacement Cost Repair/Replacement Date

30.23

12/2/2010

12/2/10 Per Ilion, could not duplicate concern. Trigger assm very dirty and sticky. Quote to replace TPA, clean at BLSM program price. Tried to call dealer, only number on the paperwork is a fax #. I faxed the quote and asked that they call with the repair # to approve or fax the billing information back on the quote as approval.cm 12/3/10 O'Malley received approval and credit card info from Jones.cm

Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code                        | Comment       |
|-------------|--------------|-----------------------------|---------------|
| Examination | Examiner     |                             | B.TRAVIS      |
|             | Exam Date    |                             | 11/19/2010    |
|             | Product Type |                             | RF            |
|             | Action Type  |                             | A             |
|             | Assigned To  |                             | T.NAGLE       |
| Cause       | 4038         | Could Not Duplicate Concern |               |
| Barrel      | Description  |                             | 22" 30-06 SPR |
|             | Date Code    |                             | DS            |
|             | Bore Plugged | False                       |               |
|             | Bulged       | False                       |               |

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5147&amp;Type=Case

12/6/2010

## BARBER - Kinzer PPS GAL RE 0010873

|              |                        |                            |                                 |
|--------------|------------------------|----------------------------|---------------------------------|
|              | 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 | STICKS,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     | Slightly Worn; Functioning |                                 |
|              | Stock Condition        | Slightly Worn; Functioning | TOE OF STOCK CHIPPED            |
|              | 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---               | .006                            |
|              | Notch                  | Slightly Worn; Functioning |                                 |
|              | Tests                  | Test Fired                 | False                           |
| Feeding Test |                        | False                      |                                 |
| Trigger      | Condition              | Slightly Worn; Functioning | DIRTY AND STICKY                |
|              | Pull                   | ---Select---               | 3.5#                            |
|              | Altered                | False                      |                                 |
|              | Sub-Assembly           | M/700 Bolt Lock            |                                 |

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

BARBER - Kinzer PPS GAL RE 0010874

frmREInquiry - Repair Inquiry

Repar Number: RE00210751
Serial: 6276545 Model 700 Center Fire Caliber: 3006
Repairman: SPRG
Status: Repairing 11/19/2010 3:08:10 PM

ADDRESS INFORMATION

Customer
Received from
Return To
Received from

Name: GUN BARN
Address 1: 910 WEST MEADOW AVE
Address 2: PO Box
City: GENEVA
State: AL Zip Code: 36340 Country: US

Name: GUN BARN
Address 1: 910 WEST MEADOW AVE
Address 2: PO Box
City: GENEVA
State: AL Zip Code: 36340 Country: US

FFL: 1 63 061 01 3D 96102 042013

Contact / Condition Problems Estimate History / Status Shipping / Billing

| Date            | Code  | User ID  | Desc1              | Desc2       |  |
|-----------------|-------|----------|--------------------|-------------|--|
| 11/19/2010 5... | New   | lopatafi | Repair Added       |             |  |
| 11/19/2010 3... | Maint | Travisbw | Repair Maintenance | Status: Rep |  |

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

Current Status
Repairing
11/19/2010 3:08:10 PM
lopatafi
Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search Refresh Close

supryfi - ILN/Prod
frmRepairMain
D1102R7XPIL
Thursday, Nov 18 2010
8:43 AM

start
DMS - Desktop
frmRepairMain - F...
Info - Microsoft
3:41 PM

RECEIVED
NOV 20 2010
BY:

BUY - SELL - TRADE  
PISTOLS - SHOTGUNS - RIFLES



5147

SPORTING GOODS  
AMMO - SHOOTING SUPPLIES

22"  
DS 9/69  
3.54  
.006

910 WEST MEADOW AVENUE • GENEVA, ALABAMA 36340  
(334) 684-2843

KEN JONES - Owner

FFL NO: 1-63-031-01-7D-96102

pe-0000

Customer ask me to return Rifle because  
it fires without pulling trigger. Please  
check & repair if necessary

Enclosed you will find the following:

1. Rifle 700 Rem  
S/N 62 76545

2. Copy of FFL.

*[Handwritten signature]*  
*[Handwritten signature]*

Serial Number:

6276545

Model: 700



RE00210751

could not duplicate concern.  
Trigger assembly very dirty & sticky.  
Can offer to replace TPA, clean &  
test fire under BLP for \$20.00  
+ ship

Quote

# QUOTATION

BARBER - Kinzer PPS GAL RE 0010876

Remington Arms Company, Inc.

# ESTIMATING REPORT

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

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.

|                                                                               |                                                                                |                                                                                                           |
|-------------------------------------------------------------------------------|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| <b>Repair Order Number</b><br>RE00210751<br><b>Account # - R-</b>             | <b>Description/Serial Number</b><br>6276545                                    | <b>Date Received -</b> 11/18/2010<br><b>Estimate Date -</b> 11/22/2010<br><b>Current Date -</b> 12/2/2010 |
| <b>Customer</b><br>GUN BARN<br>910 WEST MEADOW AVE<br><br>GENEVA, AL 36340 US | <b>Return To</b><br>GUN BARN<br>910 WEST MEADOW AVE<br><br>GENEVA, AL 36340 US |                                                                                                           |
| <b>Phone (H)</b> (334)-684-2843<br><b>Phone (W)</b>                           | <b>Fax</b><br><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**

Condition toe chipped  
 ProblemNotes could not duplicate concern.trigger assm very dirty and sticky.can offer to 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-SHIPING & 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>Grand Total:</b>                                                             |                                      |     |              |             |                  | <b>\$37.00</b> |

# Remington®

## FACSIMILE TRANSMITTAL SHEET

To: \_\_\_\_\_ Date: 12/2/10

Company: Gun Barn From: Christy Mitchell

Fax No.: 334-684-2843 Fax No.: \_\_\_\_\_

Phone No.: \_\_\_\_\_ Phone No.: 800-243-9700

Number of pages including Cover Sheet: \_\_\_\_\_

### COMMENTS:

|                                              |
|----------------------------------------------|
| Please see the following estimate and        |
| contact our Parts Dept. with Repair # 210751 |
| to approve or fill in the payment section    |
| and fax it to me at 336-548-7872.            |
| Thanks,                                      |
| Christy                                      |
|                                              |

#### PRIVILEGED AND CONFIDENTIAL

This facsimile is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure. If you are not the intended recipient please do not disseminate, distribute, or copy this communication. Instead, please notify the sender immediately by return fax or by telephoning the number above and discard all copies of this fax.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700  
Phone 336-548-8700 • [www.remington.com](http://www.remington.com)

## TRANSMISSION VERIFICATION REPORT

TIME : 12/02/2010 19:13  
NAME :  
FAX : 3365487823  
TEL :  
SER. # : BRO0J148005

DATE, TIME  
FAX NO./NAME  
DURATION  
PAGE(S)  
RESULT  
MODE

12/02 19:12  
13346042843  
00:00:52  
02  
OK  
STANDARD  
ECM

# Remington.

## FACSIMILE TRANSMITTAL SHEET

To: \_\_\_\_\_ Date: 12/2/10  
Company: Cum Baen From: Chrity Mitchell  
Fax No.: 334-684-2843 Fax No.: \_\_\_\_\_  
Phone No.: \_\_\_\_\_ Phone No.: 800-243-9700

Number of pages including Cover Sheet: \_\_\_\_\_

## COMMENTS:

Please see the following estimate and  
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Thanks.











