

## BARBER - Kinzer PPS GAL RE 0010929

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4873

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209696	11/8/2010	10/27/2010	11/9/2010	9/3/2010			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joe	Hardin	620 Virginia Ave.	Union	MO	63084		H 636-744-1219 E mrsh69@charter.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

10/27/10: Customer called in. He has had sporadic FBC w/rifle. No injury. No damage. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6889933	PZ	7/24/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	DUNNS SPG GD PEVELY MO		Y			

CONCERN:FBC

## Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	Core-Lokt SP/180 gr	3006 SPRG				
Concern	Other	Factory	Reload			
0:		Y	N			

## 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
\$45.23	11/11/2010

10/27/10: Sending ARS, ltr, & form. df 11/11/10: Per Fred S. - Could not duplicate concern. TA dirty, sticky, causing parts to work sluggish. Check over, replace TA, clean & test fire under BLM program - Quote. df 11/11/10: Anne H. left VM for customer to call w/apprv on quote. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4873&Type=Case>

11/11/2010

Examination	Examiner	B.TRAVIS	
	Exam Date	11/9/2010	
	Product Type	RF	
	Action Type	A	
	Assigned To	F.SUPRY	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	22" 30-06 SPR	
	Date Code	PZ	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	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	Slightly Worn; Functioning	
	Stock Condition	Slightly 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---	.008
	Notch	Slightly Worn; Functioning	DIRTY
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	6.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

**QUOTATION**

BARBER - Kinzer PPS GAL RE 0010931

Remington Arms Company, Inc.

**ESTIMATING****REPORT****COPY**Parts/Repairs  
Fax800-243-9700  
336-548-78011870 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> RE00209696 <b>Account # - R-</b>	<b>Description/Serial Number</b> 6889933	<b>Date Received -</b> 11/8/2010 <b>Estimate Date -</b> 11/9/2010 <b>Current Date -</b> 11/11/2010
<b>Customer</b> JOE HARDIN 620 VIRGINIA AVE  UNION, MO 63084 US		<b>Return To</b> JOE HARDIN 620 VIRGINIA AVE  UNION, MO 63084 US
<b>Phone (H)</b> (636)-744-1219 <b>Phone (W)</b>	<b>Fax</b>	<b>Email</b> MRS69@CHARTER.NET

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 dirty and sticky causing parts to work sluggish.check over,replace trigger plate assm,clear and test fire under bolt lock program for \$20.00

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>Grand Total:</b>						<b>\$37.00</b>

BARBER - Kinzer PPS GAL RE 0010931

PS 12819

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

frmREInquiry - Repair Inquiry

Repair Number: RE00209696 Serial: 6889333 Model 700 Center Fire Caliber: 3006 Repairman: Bruce Travis  
Verify Repair SPRG Produced: 07/24/1975 SKU: 20000 Status: ApprovalHold 11/9/2010 9:34:11 AM

ADDRESS INFORMATION

Customer Received from Return To Received from  
Name: JOE HARDIN JOE HARDIN  
Address 1: 620 VIRGINIA AVE 620 VIRGINIA AVE  
Address 2: PO Box PO Box  
City: UNION UNION  
State: MO Zip Code: 63084 Country: US MO Zip Code: 63084 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User/ID	Desc1	Desc2	
11/8/2010 12...	EmailVerified	ArmEmail	Receipt	MRSHG6	
11/9/2010 8:2...	Maint	Travisbw	Repair Maintenance	Status: F	
11/9/2010 9:3...	Estimate	Travisbw	Estimate Update	Status: A	
11/9/2010 9:3...	ApprovalH...	System	Immediate SAP Allocation		
11/9/2010 9:5...	Expedite	pencerl	From Repair Bench	To: Appr	

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

Current Status  
ApprovalHold  
11/9/2010 9:34:11 AM  
Travisbw  
ApprovalRack  
Repair Location  
ILN  
Current Location  
ILN  
Transfer Number

Repair Search Refresh Close

supryfl - ILN/Prod frmRepairMain D1102R7XPIL Tuesday, Nov 9 2010 11:57 AM  
start EMS Desktop frmRepairMain - F... Inbox - Microsoft 1:56 PM

RECEIVED  
NOV 10 2010

BY: .....

22"  
P26/7  
6.5"  
.008

4873

**COPY**

October 27, 2010

Joe Hardin  
620 Virginia Ave.  
Union, MO 63084  
Ph: 636-744-1219

Ref: # 4873

Dear Mr. Hardin,

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 boxes with the name "Supry".** Mr. Supry 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

Serial Number:

6839933

Model: 700



RE00209696

could not duplicate concern  
Trigger assembly & sticky, causing  
parts to work sluggish, check  
over, replace TPA, clean & test fire  
under Bolt Lock program for \$20.00

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)



## 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>6889933</u>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>JOSEPH C. Hardin</u>	Date of Purchase: <u>Sept. 1975</u>
Address (no PO Boxes): <u>620 Virginia Ave.</u>	
City: <u>Union</u>	State: <u>Mo.</u> Zip: <u>63084</u>
Phone (Daytime): <u>1-636-744-1219</u>	Fax: _____
E-mail Address (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Mrsh.69@Charter.net</u>	
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: <u>The rifle sometimes fires when you chamber a shell into the chamber, even without touching the trigger. This has happened approx. 4 or 5 times since I've owned the rifle, the last time being Sept 3, 2010.</u>	
500 characters left	
Ammunition Information:	
Manufacturer: <u>Remington</u>	Type: <u>30-06 Springfield</u>
Other (i.e. bullet weight/type, shot size, powder): <u>180 GR Core Lock Soft Point</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>Winchester</u>	
How often do you clean the bore? (Months or Number of rounds) <u>Every 5 rounds</u>	
How often do you clean the action? (Months or Number of rounds) <u>once per month</u>	
How often do you clean the trigger assembly? (Months or Number of rounds) <u>once per month</u>	
Brand of lubricant used: <u>Winchester</u>	
How often do you lubricate the bore? (Months or Number of rounds) <u>Every 5 rounds</u>	
How often do you lubricate the action? (Months or Number of rounds) <u>once per month</u>	

How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>once Per Month</u>
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? <u>has never been serviced</u>
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
<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. :: 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.</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. We process checks electronically through Check21.</p>

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**Remington.**

www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	10/27/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 4873 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Joe Hardin 620 Virginia Ave. Union, MO 63084 Ph: 636-744-1219
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 28, 2010 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969086867257  
 REF 1: JOE HARDIN/CD/DMF  
 REF 2: 4873/RIFLE

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS 0.50	
DC 0.00	CGD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 8.78		PUB+HANDLING 8.78	