Remington Arms Co., Inc. Product Service Legal Case #:5259

Case Information

Date Opened Date Opened(PS) **Date Closed Incident Date** Pre Lit Lit Obsolete

212009 12/1/2010 12/1/2010 12/1/2010

Customer Information

Street State Zip Age First Name Last Name City Type Business Contact

J&G Gunsmithing 7680 Barton Rd. Granite Bay CA 95746 W 916-786-9200 Reporter J&G Gunsmithing

Incident Information

Repair Medical Medical Claims Codes Est. Treatment Status

PΙ

PD Cause:4015 Improper Maintenance

Unknown Unexplained Discharge - No Mention of Concern:1025

Safety Position Gun fired on its C

own

Dealer sent gun in & wrote that customer claims gun fired on its own. df

Firearm Information

SKU Mfg. Model/Ga. Serial Bbl. DOM Type CF/BA 700/3006 n/a 6353171 OT 7/1/1970 Remington **Date Purchased** Where Purchased Accessories Original Owner

U

Ammunition Information - None Defined Other Products Information - None Defined

Remington/700/CF/BA

Reim. Cash Cash Release of Claims Settlement Release Date Reimbursement Date Date Settlement APV APV

Per Ilion - Repair under BLM program

Settlement

Repair/Replacement Repair/Replacement Cost Date

\$33.23 12/13/2010

Per Fred S. - During the examination I was able to get a delayed firing due to the sear being held by sticky residue. The bolt stop was completely froze up and had to be forced open to remove the bolt. The trigger housing was coated with a white lithium grease. fls 12/13/10: Per Ilion - repair under BLM program. df Faxed quote to dealer.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment	
	Examiner		supry	
	Exam Date		12/1/2010	
Examination	Product Type		RF	
	Action Type		A	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5259&Type=Case

12/13/2010

	Assigned To		Supry
Cause	4015	Improper Maintenance	I was able to get a delayed firing due to the sticky residue and able to get follow downs once the firing pin released due to the sear not moving back to the proper position because of the build of of sticky residue inside the trigger assembly.
	Description		22 inch Model 700 3006 caliber
	Date Code		OT
	Bore Plugged	False	
	Bulged	False	
Barrel	Fired	False	
	Fired while Obstructed		-
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Abused; Not Functioning	Frozen up due to sticky residue
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	True	·
	Block Condition		
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition		
Magazine	Condition Box Condition	Slightly Worn;	
	Exterior Condition	Functioning Worn; Functioning	
Overali	Stock Condition	Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
 	Description		Model 700 Bolt Lock
Safety	Function	Abused; Functioning	
	Lift	Select	not measured
	Notch	Slightly Worn;	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5259&Type=Case

12/13/2010

		Functioning		
Sear		Condition	Abused; Not Functioning	Not functioning properly due to build up of sticky residue
Pull	Trigger	Select	5.5 lbs	•
Altered		False		
Sub-Assembly		M/700 Bolt Lock		
Non- Remington Components	Description		scope base	

					1 4.1			. 1 1			State of the second state of	1111	
* *		•				The same of the							
						Bell T		Ng katawa					
		•							ing. Seferimen				
					one Fair	gat are	78.94	was a			bis and the second seco	3 - 1	<i>;</i>
			ni Ali				74.		2 2				
•		mREInaŭ	iry - Repai	r Inquiry			* - 30 - 00 - 10 - 10 - 10 - 10 - 10 - 10		3075 : - 1	AEX			;
		s Number R	mark to the market of	Seial 6353171 M SPRG	odel 700 Cente	Fire Caliber:	006 Reparman						
		dy Reper		SPRG				New 12/1/2010 7:	11:16 AM		34		
	FAD	DRESS INFORM	0.15						1000 (30) 21 (41) (42)		4. 45		
		1 × 0 × 0 × 1	stance GUNSMITHING		Received	Control of the contro	en To SUNSMITHING		Received from	- 10			, .
	3 3 3 3 5 6 A	6.3355XXXXX	BOBARTON RD			7680	BARTON RD						in E
		Address 2. GR	ANITE BAY	(PO Box)		GRA	NITE BAY	PO Box					0
		State: CA	Zip Code: 195	746 Country	r lus	. ∫CA	Zip Code: 95746	Country U	5			12.5	
					, FFL	To Checker was to			SCOOL STATE) (1)			
	2.00	经工程的	Problems Estima		Shipping / Bill	(4)(4)(4)(4)(4)	34	Curre	ent Status				
	5.5 Pe	Date 12/1/2010 7.1		eriD Desc1 etaal RepairA	dded	∵ Desc2`/	Shipping Hold	and Turk	New :: 010 7:11:16 AM !				ć.,
		12/1/2010 12	Expedite sur	ryfl From Ch	eck In	To: Repair	Estimale Sent	Re	lopatafi pairBench				
							Passed Inspection	S S S S S S S S S S S S S S S S S S S	u Location ILN		1		. ;
							☐ Has Been Appro	ved () [()	nt Location				:/
	€.			12.0			Internal Repair		ler Number				
	3	lepair Searc	h i					, Refr) da	Jose :			
	16.30A			(# 88 A) (F	8 18 0 VI - V			15 3 x 15					
٠.			SHARE S	44				-26	er vys.	**			٠.
					F En le								
									. ::	• • • • •	14, 1		
			,							A			

STICKY RESIDUE CAUSING SEAR, BOIT STOP to BIND. Install New TA under the Bolt lock modification program. Quote repair costs,

TRED 12/1/2010

	ZC Dec	[음년	:WI	
	DEC	£ 2	2010	
В	γ.			

聞**63531**71

Model:

700



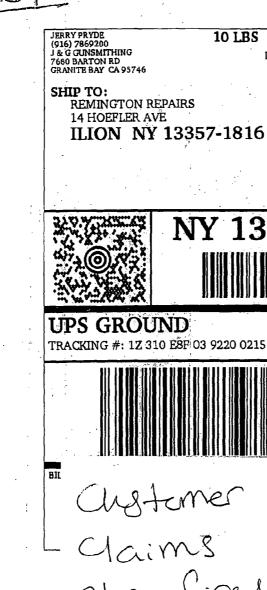
RE00212009

5259

https://www.ups.com/uis/create?ActionOriginPair=print_

Receipt&POPUP_LEVEL=1...

11/18/2010



BARBER - Kinzer PPS GAL RE 0011097

1 OF 1

DWT: 48,7,3

Remington.

FACSIMILE TRANSMITTAL SHEET

and the state of t	the control of the co	The state was might for the State State State State of the state of th	
То:	Jerry	Date:	12/13/10 6 /3//3/
Company:	J & G Gunsmithing	From:	Dell Fulcher
Fax No.:	916-772-1932	Fax No.:	336-548-7872
Phone No.:	916-786-9200	Phone No.:	1-800-243-9700
			Press 0 and ask for ext 8686
Number of p	ages including Cover Sheet:	2	
COMM Please review of	ENTS:		
	Please Ca	11 after	Ceview.
	Repair :	s on ho	10.
	<i>V</i>		
······································			

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

QUOBARBER - Kinzer PPS GAL RE OFFICE STATE Company, Inc.

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

ESTIMATING REPORT

Parts/Repairs Fax

800-243-9700

336-548-7801

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	Description/Serial Nu	ımber		Date R	eceived -	12/1/2010
RE00212009		6353171				te Date -	12/2/2010
Account # - R-	•				Curren	t Date -	12/13/2010
Customer				Return To			
J&G GUNS				J&G GUN			
7680 BART	ON RD			7680 BAR	TON R	D	
GRANITE E	BAY. CA 95746 US			GRANITE	BAY.	CA 95746	US
Phone (H)	(916)-786-9200		Fax				
Phone (W)			Email				
Please Circle O	ne .				·		
	MEX DISCOVER Card No			Exp. D	ate		
				· ·		<u></u> _	
Daytime Phone		Time To Call		Open	AcctR		
Approval: Cus	tomer Signature					Date_	·
If You I	Desire Any Change Please Use T	he Reverse Side For Yo	our Comments	And Mark Th	is Box		
		ice: We process checks ele					
		Proble	ems				ting the second second second
Reported			FOUND ACT				
M100	SEE CUSTOMERS LET	ΓER	M123	FORW	ARD TO	PRODUCT	SERVICE F
M123	FORWARD TO PRODU	CT SERVICE					
	FOR INSPECTIO						
		}					
E 377737 . 18882		- 9: Carrechnician!s	Comments	A Maria Control		AL ASSAMALI	195811915 51 51 51 51 51
ProblemNote	, .	ar, bolt stop to bind.	Install new T	A under the b	oolt lock	modification	n program at
	\$20 + tax & shpg						
	Estimate **C.O.D. /S	hipping and Handling	Charges are	NOT Included	l in this C)uote 👾 📜	
Material #	Material Description		<u>Qty</u>		Price/	Discount	Extended
Part				<u>Y/N</u>	<u>Unit</u>	Percent	<u>Amt</u>
	X-MARK PRO 700 TRIG A	SSB BH BI ACK (C	1	Y	\$94.00	0%	\$0.00
Service	A-MAICK I NO 700 I ICO A	ISSE KIT BLACK (C	1	1	φ / Τ.00	070	3 0.00
4000114	GR-SHIPPING & HANDLI	NG (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000114	GR-LABOR	(001.16111110)	1		\$20.00	0%	\$20.00
4000294	GR-CHECK TPA		1		\$17.00	0%	\$0.00
				S	ub Total	:	\$37.00
					st. Sales T		<u></u>
				IL S	on Gales I	ax.	
				•	Grand To	tal:	\$37.00

TRANSMISSION VERIFICATION REPORT

TIME : 12/13/2010 12:23

FAX : 3365487823 TEL : SER.# : BROC0J148005

DATE, TIME FAX NO./NAME DURATION PAGE(S) RESULT 12/13 12:22 19167721932 00:00:37 02 OK STANDARD ECM

Remington.

FACSIMILE TRANSMITTAL SHEET

Date: 12/13/10 To: Jerry Company: J & G Gunsmithing From: Dell Fulcher Fax No.: 336-548-7872 Fax No.: 916-772-1932 Phone No.: 1-800-243-9700 Phone No.: 916-786-9200 Press 0 and ask for ext 8686 2 Number of pages including Cover Sheet:

COMMENTS:

Please review quote & o	contact us.		
		11. 11. 1	
		 	·

TRANSMISSION VERIFICATION REPORT

TIME : 12/31/2010 13:17 NAME :

FAX : 3365487823 TEL : SER.# : BROC0J148005

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

Please review quote & contact us.

12/31 13:17 19167721932 00:00:36 02 OK STANDARD ECM

Remington.

FACSIMILE TRANSMITTAL SHEET

12/13/10 1 12/3/10 To: Date: Jerry J & G Gunsmithing From: Dell Fulcher Company: Fax No.: 916-772-1932 Fax No.: 336-548-7872 Phone No.: 916-786-9200 Phone No.: 1-800-243-9700 Press 0 and ask for ext 8686 2 Number of pages including Cover Sheet: **COMMENTS:**

Please Call after review.
Repair is on hold.