

Remington Arms Co., Inc.
Product Service
Legal Case #:4989

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211197	11/22/2010	11/5/2010	11/23/2010	11/4/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jason	Machtolff	930 Mays Bridge Rd.	Rome	GA	30165		C 706-204-6882 E machtolff@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		
S	Concern:1007	Fired on Safe Release	Unknown	
C FSR				

11/5/10: Customer stated he had FSR on 11/4/10. No damage - No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM MAG	n/a	C6265729	PI	6/16/1988
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		N			

CONCERN:FSR

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 @ 1/2 normal charges						

Repair/Replacement Cost	Repair/Replacement Date

11/5/10: Sending ARS, ltr, form. df 11/29/10: Per Ilion - Will follow down. TA dirty & sticky, set screws altered. Can offer to replace TA, clean & test fire @ 1/2 normal charges - quote. df 11/29/10: Spoke to customer & went over report. I emailed quote to him for further review. 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	4006	Altered Adjustments or Components	POOR MAINTENENCE
Barrel	Description		24" 7MM REM MAG
	Date Code		PI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4989&Type=Case>

11/29/2010

	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	Slightly Worn; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY, STICKY TRIG NOT RETURNING
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

QUOTATION

Remington Arms Company, Inc.

870 Remington Dr. P.O. Box 700

Madison, NC 27025-0700

www.remington.com info@remington.com

ESTIMATING
REPORTParts/Repairs 800-243-9700
Fax 336-548-7801~~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 RE00211197 Account# - R-	Description/Serial Number C6265729	Date Received - 11/22/2010 Estimate Date - 11/24/2010 Current Date - 11/29/2010
Customer JASON MACHTOLFF 930 MAY BRIDGE RD. ROME, GA 30165 US	Return To JASON MACHTOLFF 930 MAY BRIDGE RD. ROME, GA 30165 US	
Phone (H) (706)-204-6882 Phone (W)	Fax Email machtolff@aol.com	

Please Circle One VISA ☒ AMEX DISCOVER Card No. <u>282686</u> Exp. Date <u>02/11</u>	REDACTED
PO Number Daytime Phone (706) 766 2293 Time To Call <u>24/7</u> Open Acct. <u>R</u> Date <u>12/2/10</u>	
Approval: Customer Signature <u>[Signature]</u>	
☐ 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	Solved
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123 FORWARD TO PRODUCT SERVICE F

Technician's Comments
Condition Problem/Notes will follow down trigger assm dirty and sticky, set screws altered. can offer to replace trigger plate assm, clean and test fire at 1/2 normal charges

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	N	\$94.00	50%	\$47.00
Service						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
Sub Total:						\$75.50
Est. Sales Tax:						\$2.82
Grand Total:						\$78.32

DEC 02 2010
Received Date: _____
CSR: Dei
Response Date: 12/2/10
Response/File: Product Service

frmREInquiry - Repair Inquiry

Repair Number: **RE00211197** Serial: G5265/23 Model 700 Center Fire Caliber 7
MM REM MAG Produced: 06/16/1988 Repairman: Bruce Travis
Status: Approval Hold 11/24/2010 6:31:50 AM

Verify Repair: ☐

ADDRESS INFORMATION

Customer ☒ Received from **Return To** ☐ Received from

Name: **JASON MACHTOLFF** **JASON MACHTOLFF**

Address 1: **930 MAY BRIDGE RD.** **930 MAY BRIDGE RD.**

Address 2: PO Box: PO Box:

City: **ROME** **ROME**

State: **GA** Zip Code: **30165** Country: **US** **GA** Zip Code: **30165** Country: **US**

FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/22/2010 9...	New	lopatafi	Repair Added	
11/24/2010 5...	Mainl	Travisbw	Repair Maintenance	Status: Repa
11/24/2010 6...	Estimate	Travisbw	Estimate Update	Status: Appr
11/24/2010 6...	Expedite	Travisbw	From: Repair Bench	To: Approve
11/24/2010 6...	ApprovalH...	System	Immediate SAP Allocation	

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

Current Status

Approval Hold
11/24/2010 6:31:50 AM
Travisbw
Approve Hack
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search Refresh Close

frmREI

frmREI

neoletj - ILN/Prod

frmRepairMain

NAGLETT

Wednesday, Nov 24 2010

8:05 AM

start

10 Mi...

frmRep...

Part Se...

5 Mic...

2 Win...

Screen...

DYS...

AKO-P...

8:26 AM

RECEIVED

NOV 29 2010

BY:.....

24"
PI 6/88
25#
.014

COPY

4989

November 5, 2010

Jason Machtolff
930 May Bridge Rd.
Rome, GA 30165
Ph: 706-204-6882

Ref: # 4989

Dear Mr. Machtolff,

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

Serial
Number:

C6265729

Model: 700



RE00211197

will follow down. TA dirty + sticky
set screws altered. can offer to
replace TAA, clean & test fire AT
1/2 normal charges.

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • 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 BDL</u>	Serial Number: <u>C6265729</u>
Are you the original owner? ☐ YES ☒ NO	
Name: <u>Jason Machtoff</u>	Date of Purchase: <u>7-20-1995</u>
Address (no PO Boxes): <u>930 Mays Bridge Rd.</u>	
City: <u>Rome</u>	State: <u>GA</u> Zip: <u>30165</u>
Phone (Daytime): <u>706-204-6332</u>	Fax: _____
E-mail Address (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Machtoffr @ AOL.com</u>	
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: <u>When the loaded rifle is ready to fire the gun will discharge when the safety is moved from the safe to fire position without touching the trigger</u>	
500 characters left	
Ammunition Information:	
Manufacturer: <u>Remington</u>	Type: <u>Core-Lock</u>
Other (i.e. bullet weight/type, shot size, powder): _____	
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>Hoppes</u>	
How often do you clean the bore? (Months or Number of rounds) <u>20 rounds</u>	
How often do you clean the action? (Months or Number of rounds) <u>as needed 40-60 rounds</u>	
How often do you clean the trigger assembly? (Months or Number of rounds) <u>as needed 40-60 rounds</u>	
Brand of lubricant used: <u>Rem-oil</u>	
How often do you lubricate the bore? (Months or Number of rounds) <u>20 rounds</u>	
How often do you lubricate the action? (Months or Number of rounds) <u>20 rounds</u>	

How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>40-60 or as needed</u>
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?) _____
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.

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Visit Our Other Websites
Other Sites

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/5/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 4989 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Jason Machtolff 930 May Bridge Rd. Rome, GA 30165 Ph: 706-204-6882
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX556 NOV 5, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10 0 LBS
 TRACKING# 124XX5569067706491
 REF 1: JASON MACHTOLFF/CD/DMF
 REF 2: 4989/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:
 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







