

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5280

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
218990	1/14/2011	12/2/2010	1/17/2011	11/21/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kelly	Richards	5220 108th St. NE	Marysville	WA	98271		H 360-659-7751 E kelly@kellyrichards.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S	Concern:1007	Fired on Safe Release		
C	FSR			

12/2/10: Customer called in. He stated the safety has been sticking. He had a FSR on 11/21/10. No damage, No injury. Gun was purchased used. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPR	25955	C6373795	CJ	4/13/1989
Date Purchased	Where Purchased	Accessories	Original Owner			
	UNITED MERCH CORP	TWO PIECE SCOPE BASE	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						

Repair/Replacement Cost Repair/Replacement Date

12/2/10: Sending ARS, ltr, form, box. Box order# 1164789. df 1/21/11: Per Ilion - Could not duplicate concern. TA very dirty, sticky causing parts to work sluggish. Replace TA, clean & test fire @ 1/2 normal cost - quote. I emailed quote to customer. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/17/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	POOR MAINTENENCE
Barrel	Description		22" 3006 SPR
	Date Code		CJ
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Firing Pin	Slightly Worn; Functioning		

Bolt	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	SLUGGISH,BINDS
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		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.015
	Notch	Slightly Worn; Functioning	SLUGGISH
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE SCOPE BASE

**QUOTATION** BARBER - Kinzer PPS GAL RE 0011938 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> RE00218990 Account # - R-	<b>Description/Serial Number</b> C6373795	<b>Date Received -</b> 1/14/2011 <b>Estimate Date -</b> 1/17/2011 <b>Current Date -</b> 1/21/2011
<b>Customer</b> KELLY RICHARDS 5220 108TH ST NE  MARYSVILLE. WA 98271 US		<b>Return To</b> KELLY RICHARDS 5220 108TH ST NE  MARYSVILLE. WA 98271 US
<b>Phone (H)</b> (360)-659-7751 <b>Phone (W)</b>		<b>Fax</b> <b>Email</b> kelly@kellyrichards.com

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	
M123	FORWARD TO PRODUCT SERVICE FOR INSPECTIO	M123	FORWARD TO PRODUCT SERVICE F

**Technician's Comments**  
 ProblemNotes could not duplicate concern.trigger assm very dirty and sticky causing parts to work sluggish.replace trigger plate assm,clean and test fire at 1/2 normal cost.

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	N	\$94.00	50%	\$47.00
<b>Service</b>						
4000114	GR-SHIPING & HANDLING (GUN REPAIR)	1	N	\$17.00	0%	\$17.00
4000119	GR-TEST	1	N	\$23.00	50%	\$11.50
				<b>Sub Total:</b>		<b>\$75.50</b>
				<b>Est. Sales Tax:</b>		<b>\$4.91</b>
				<b>Grand Total:</b>		<b>\$80.41</b>

224  
CS4/89  
4.5  
1015

**COPY**

5280

December 2, 2010

Kelly Richards  
5220 108<sup>th</sup> St. NE  
Marysville, WA 98271  
Ph: 360-659-7751

Ref: # 5280

Dear Mr. Richards,

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

**RECEIVED**  
JAN 19 2011

BY:.....

enclosure

Serial Number:

**C6373795**

**Model: 700**



**RE00218990**

could not duplicate concern.  
T.A. VERY dirty + STICKY CAUSING  
PARTS TO WORK SLUGGISH. Replace  
TPA, CLEAN + TEST FIRE AT  
1/2 normal cost.

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)

Print

Reset

<b>Model Number:</b> 30-06 sprg Model 700		<b>Serial Number:</b> C6373795	
<b>Are you the original owner?:</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
<b>Name:</b> Kelly Richards		<b>Date of Purchase:</b> ? 1990+/-	
<b>Address (no PO Boxes):</b> 5220 108th st NE			
<b>City:</b> Marysville		<b>State:</b> WA	<b>Zip:</b> 98271
<b>Phone (Daytime):</b> 360-659-7751		<b>Fax:</b>	
<b>E-mail Address:</b> (if e-mail address is provided, notification of receipt and shipment will be sent) kelly@kellyrichards.com			
<b>E-mail Address:</b> <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b> My safety sticks, it has been sticking for the last 5 years, this year when it miss fired while trying to get it to work I finally decided that it needed to get fixed. I only use it once a year hunting, so I get home from hunting and forgot about the problem until the next year when I did not have time to get it fixed.			
179 characters left			
<b>Ammunition Information:</b>			
<b>Manufacturer:</b>		<b>Type:</b>	
<b>Other (i.e. bullet weight/type, shot size, powder):</b> 180 gram			
<b>Handload Information:</b>			
<b>Powder Used:</b>		<b>Powder Weight:</b>	
<b>Case/Hull Used:</b>		<b>Primer Used:</b>	

Bullet Type/Shot Size: _____	Reloader Used: _____
<b>Firearms Care (Cleaning and Lubrication):</b>	
Brand of cleaning solution used: _____	
How often do you clean the bore? (Months or Number of rounds) once a year _____	
How often do you clean the action? (Months or Number of rounds) _____	
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) _____	
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? ? _____	
What were the services performed? _____	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>	
<input type="checkbox"/> <b>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.</b>	
:: 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.



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	12/2/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<del>PLEASE CHECK ONE</del>			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	<del>XXXXXX</del>
DESCRIPTION: Ref # 5280 rifle			

LABEL INFORMATION

MAIL LABEL TO: Kelly Richards 5220 108 <sup>th</sup> St. NE Marysville, WA 98271 Ph: 360-659-7751
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596      DEC 3, 2010      ALL CURR USD      1 OF 1  
 SVC GNDCOM      ACT WT 10.0 LBS  
 TRACKING# 124XX5969065618429  
 REF 1: KELLY RICHARDS/CD/DMF  
 REF 2: 5280/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 CHG 11.74      PUB+HANDLING 11.74







