

Remington Arms Co., Inc.
Product Service
Legal Case #:4961

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210782	11/18/2010	11/3/2010	11/19/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	White Wolf Sporting Goods	---	White Wolf Spor	2702 Lebanon Rd.	Manheim	PA	17545		W 717-665-6089

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				

11/3/10: Dealer called in. His consumer bought a M/700 from him about 30-35 yrs ago and brought it to the store stating that he had experienced a FSR. No damage - No injury. Dealer is not sure if the consumer has kept the gun really clean or not. Sending it in to be repaired. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	6810022	XY	12/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

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				
	\$54.60	11/29/2010				

11/3/10: Sending ARS, ltr, form. df 11/29/10: Per Ilion - Could not duplicate concern. TA dirty. Can offer to replace TA, clean & test fire under BLM program - Quote. df 11/29/10: I spoke w/dlr & they mailed payment on 11/26. df

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		24" 7MM REM MAG
	Date Code		XY
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

BARBER - Kinzer PPS GAL RE 0012813

	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	
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 BOLY LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

frmREInquiry - Repair Inquiry

Repair Number: **RE00210782** Serial: 6810022 Model 700 Center Fire Caliber 7
MM REM MAG L/H

Repairman: Status: Repairing 11/19/2010 3:10:05 PM

ADDRESS INFORMATION

Customer: ☒ Received from Return To: ☐ Received from

Name: **WOLF'S SPORTING CENTER** **WOLF'S SPORTING CENTER**

Address 1: **2702 LEBANON RD.** **2702 LEBANON RD.**

Address 2: PO Box: PO Box:

City: **MANHEIM** **MANHEIM**

State: **PA** Zip Code: **17545** Country: **US** **PA** Zip Code: **17545** Country: **US**

FFL: **8 23 071 01 3J 01402 092013**

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
11/18/2010 7:...	New	lopateff	Repair Added		<input type="checkbox"/> Shipping Hold
11/19/2010 7:...	Update	lopateff	Repair information change		<input type="checkbox"/> Interface Hold
11/19/2010 3:...	Maint	Travisbw	Repair Maintenance	Status: Repa	<input type="checkbox"/> Estimate Sent
					<input type="checkbox"/> Parts Received
					<input type="checkbox"/> Passed Inspection
					<input type="checkbox"/> Return as Received
					<input type="checkbox"/> Has Been Approved
					<input type="checkbox"/> Internal Repair
					<input type="checkbox"/> Exclude TATC

Current Status: Repairing
11/19/2010 3:10:05 PM
lopateff
Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search Refresh Close

RECEIVED
NOV-2-2010
BY:

24"
XY12/71
7A
1007

4961

COPY

November 3, 2010

White Wolf Sporting Goods
2702 Lebanon Rd.
Manheim, PA 17545
Ph: 717-665-6089

Ref: # 4961

Dear Dealer,

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:

6810022

Model: 700



RE00210782

could not duplicate concern.
Trdg. 755M Dirty. cannot be
to replace TPA, clean & test
fire under BCP for \$20.00
+ ship

Quote

TAX NO. 36-06732

DATE 11-5 10
Nº 28733

Phone# 717. 626 2422

Quantity	Amt.	Description	Price	Price
		Dear Sir,		
		Enclosed is a 700		
		7mm mag Ser# 6810022		
		I sold to customer 30 yrs ago.		
		After he closed bolt & released safety		
		the gun went off.		
		Another time he was putting a bullet		
		in closed bolt it went off & blew		
		floor plate out.		
		We appreciate you looking at this		
		gun, and returning it as soon as		
		possible.		
		Thanks		
		Carl F. Wolf		

Model Number: 700		Serial Number: 6810022	
Name: Wolf's Sporting Center		Date of Purchase:	
Address (no PO Boxes): 2702 Lebanon Rd.			
City: Manheim		State: Pa	Zip: 17545
Phone (Daytime): 717-665-6089		Fax:	
E-mail Address:			
Please describe your problem: After customer closed bolt & released safety the gun went off. Another time he was putting a bullet in, closed bolt it went off & blew floor plate out. 500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<input type="checkbox"/> 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. :: 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. <div style="text-align: center;"><input type="button" value="Print"/> <input type="button" value="Reset"/></div>			

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/3/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 4961 Rifle			

LABEL INFORMATION

MAIL LABEL TO: White Wolf Sporting Goods 2702 Lebanon Rd. Manheim, PA 17545 Ph: 717-665-6089
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 4, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067416867
 REF 1: WHITE WOLF SPT GDS/CD/DMF
 REF 2: 4961/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:
 DV 0.00 COD 0.00 SVC T/P USD
 DC 0.00 DCD 0.00 RS 0.50
 AH 0.00 PR 0.00 SD 0.00
 TOT PUB CHG 7.42 PUB+HANDLING 7.42







