

Remington Arms Co., Inc.
Product Service
Legal Case #:4928

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210468	11/16/2010	11/2/2010	11/17/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Albert	Wolfe	101 Nathan Hale Dr	Starkville	MS	39759		C 662-312-7684

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			

11/2/10: Customer called in. He saw TV show and stated that he had FBC about a year ago while hunting. No damage. No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27476	E6494352	ES	10/1/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
12/24/1999	SPORTS SOUTH INC	SCOPE BASE,AND RINGS	Y			

CONCRN:FBC

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

11/2/10: Sending ARS, ltr, form & box. Box order# 1154611. df 11/22/10: Per Ilion - Could not duplicate concern. TA very dirty. Offering to replace TA, clean & test fire @ 1/2 normal charges to restore confidence in rifle. df 11/22/10: I called cust. & went over report. He asked me to mail him the quote & he would get back w/me. df 11/23/10: Customer called. He will send money order with quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		F.SUPRY
	Exam Date		11/17/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		ES
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	SOME BRASS WASH
	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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE, AND RINGS

QUOTATION

BARBER - Kinzer PPS GAL-RE 0012853

Remington Arms Company, Inc.870 Remington Dr. P.O. Box 700
Madison, NC 27025-0700**ESTIMATING
REPORT**Parts/Repairs
Fax800-243-9700
336-548-7801www.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 RE00210468 Account # - R-	Description/Serial Number E6494352	Date Received - 11/16/2010 Estimate Date - 11/17/2010 Current Date - 11/22/2010
Customer ALBERT WOLFE 101 NATHAN HALE DR. STARKVILLE, MS 39759 US Phone (H) (662)-312-7684 Phone (W)		Return To ALBERT WOLFE 101 NATHAN HALE DR. STARKVILLE, MS 39759 US Fax Email

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 very dirty.can offer to replace trigger plate assm, clean and test fire at 1/2 normal charges to restore confidence in the rifle.

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
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:						\$5.29
Grand Total:						\$80.79

BARBER - Kinzer PPS GAL-RE 0012853

11/17/10 09:12:13

frmRepairMain - FGI Repairs

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System

frmREInquiry - Repair Inquiry

Repair Number: **RE00210468** Serial: E6494352 Model 700 Center Fire Caliber: 270 Repairman: Bruce Travis
 WIN Produced: 10/01/1998 SKU: 27476 Status: Approval Hold 11/17/2010 8:42:27 AM

Verify Repair

ADDRESS INFORMATION

Customer: ☒ Received from Return To: ☒ Received from

Name: ALBERT WOLFE Address 1: 101 NATHAN HALE DR. Address 2: PO Box: City: STARKVILLE State: MS Zip Code: 39759 Country: US

MS Zip Code: 39759 Country: US

FEL

Contact / Condition Problems Estimate History Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/16/2010 7...	New	lopataff	Repair Added	
11/17/2010 7...	Maint	Travisbw	Repair Maintenance	Status: Repa
11/17/2010 8...	Estimate	Travisbw	Estimate Update	Status: Appr
11/17/2010 8...	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 11/17/2010 8:42:27 AM
 Travisbw
 Repair Bench
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search Refresh Close

frmREI... frmREI... frmREI... frmREI...

nagletj: ILN/Prod frmRepairMain NAGLETJ Wednesday, Nov 17 2010 8:31 AM

start 12 Mi... 9 Mi... 2 Int... Part Se... DMS Stock... XM201... 9:12 AM

RECEIVED

NOV 18 2010

BY:.....

4928

COPY

22"
ES 10/9/1
5#
1012

November 2, 2010

Albert Wolfe
101 Nathan Hale Dr.
Starkville, MS 39759
Ph: 662-312-7684

Ref: # 4928

Dear Mr. Wolfe,

Please include a copy of this letter & our form 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

df
enclosure

Serial Number

E6494352

Model: 700



RE00210468

could not duplicate concern.
TRIO. ASSM VERY DIRTY, CAN
offer to replace TPA, clean
& test fire at 1/2 normal
charges to restore confidence
in rifle.

D. Wolfe

Model Number: <i>Cal-270</i> <i>REMINGTON Model 1700</i>		Serial Number: <i>FL494352</i>	
Name: <i>ALBERT WOLFE</i>		Date of Purchase: <i>12-24-99</i>	
Address (no PO Boxes): <i>101 NATHAN HALE DR</i>			
City: <i>STARKVILLE</i>		State: <i>MS</i>	Zip: <i>39759</i>
Phone (Daytime): <i>662 3127684</i>		Fax:	
E-mail Address:			
Please describe your problem: <i>Shot the Gun, <u>Ejected</u> the shell. <u>Injected</u> another shell with the bolt, The gun misfired, without pulling the trigger.</i> 500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
☐ 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. Print Reset			

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/2/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 4928 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Albert Wolfe 101 Nathan Hale Dr. Starkville, MS 39759 Ph: 662-312-7684
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 2, 2010 ALL CURR USD 1 OF 1
SVC GNDOR ACT WT 10 0 LBS
TRACKING 124XX5969065745834
REF 1: ALBERT WOLFE/CO/DMF
REF 2: 4928/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 8.78 PUB+HANDLING 8.78









