

Remington Arms Co., Inc.
 Product Service
 Legal Case #:4882

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209884	11/10/2010	10/28/2010	11/11/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Woods Bay Gunsmithing	Dan	Woods Bay Gunsm	13390 Montana Hwy 35	Big Fork	MT	59911		W 406-837-1101

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			

10/27/10: Dealer called into Consumer Serv. Dept. Steve J. wrote down info & brought it to me. Dealer said consumer brought gun to him claiming FSR. Trigger has been adjusted to 1 1/2 lbs. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	A6451746	KO	5/10/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	ALL SPORTS SPOKANE WA	BOTTOM HALF OF RINGED SCOPE BASES	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 under BLM program			Remington/700/CF/BA			
	Repair/Replacement Cost	Repair/Replacement Date				
	\$54.60	11/16/2010				

10/28/10: Sending ARS, ltr, form. df 11/16/10: Per Fred S. - Could not duplicate concern. TA dirty, set screws altered. Check over, replace TA, clean & test fire under BLM program - quote. df 11/16/10: I called dlr & spoke to Dan, went over report & quote. He apprvd repair & said send it out COD. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		F.SUPRY

BARBER - Kinzer PPS GAL RE 0012872

Examination	Exam Date		11/11/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG LH
	Date Code		KO
	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	
	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		STANDARD M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	

Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		BOTTOM HALF OF RINGED SCOPE BASES

frmRepairMain - FGI Repairs

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

frmREInquiry - Repair Inquiry

Repair Number: **RE00209884** Serial: A6451746 - Model: 700 - Center Fire - Caliber: 7
 MM REM MAG LH Produced: 05/10/1977 SKU: 20000 Repairman: [] Status: Repairing 11/11/2010 7:39:29 AM

Verify Repair

ADDRESS INFORMATION

Customer: [] Received from: [] Return To: [] Received from: []

Name: **WOODS BAY GUNSMITHING** Address 1: **13390 MONTANA HWY 35** Address 2: [] PO Box: [] City: **BIG FORK** State: **MT** Zip Code: **59911** Country: **US**

FFL: [] [] [] [] [] [] [] [] [] []

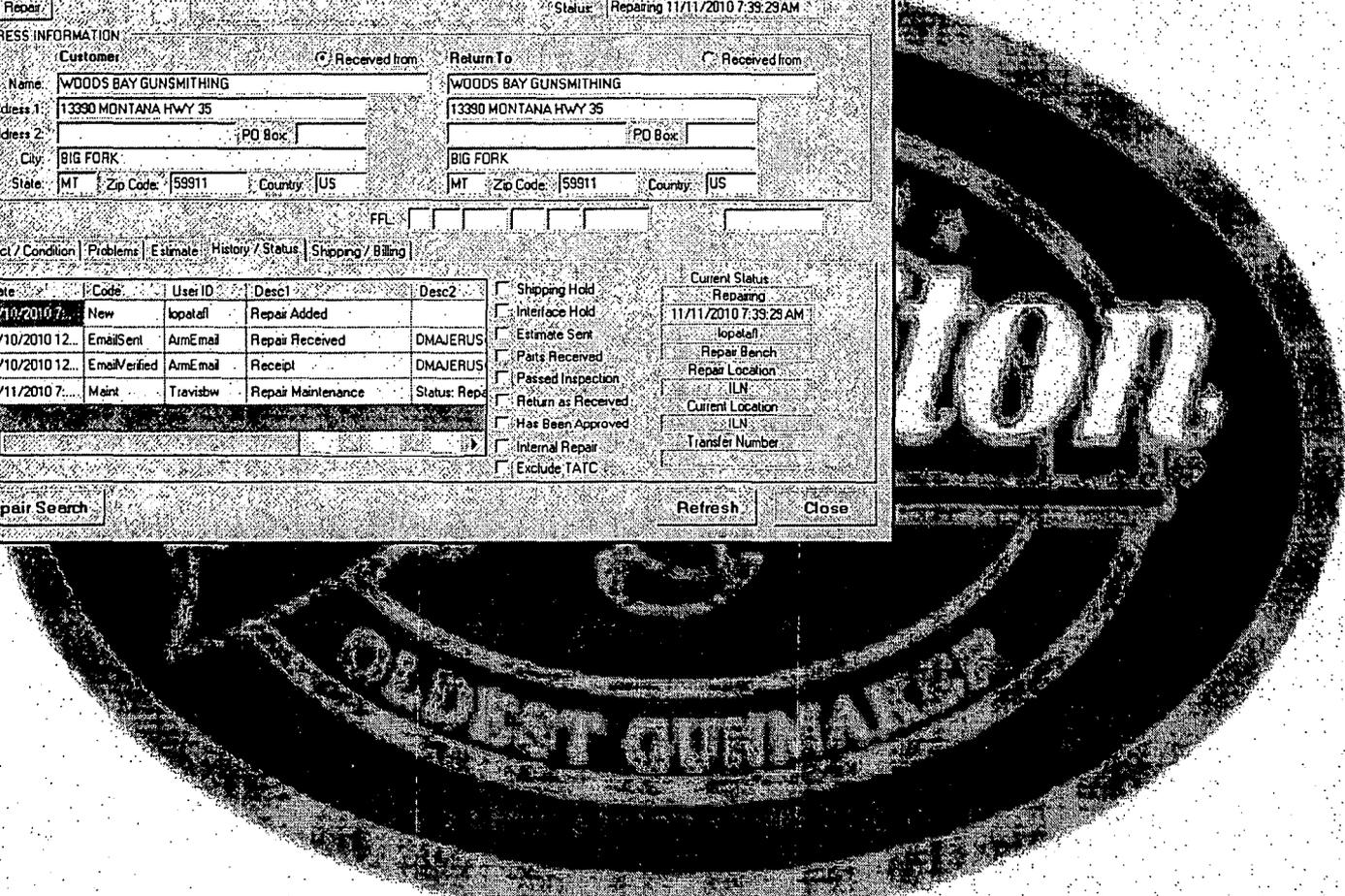
Contact / Condition | Problems | Estimate | History / Status | Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
11/10/2010 7...	New	lopataff	Repair Added		<input type="checkbox"/> Shipping Hold
11/10/2010 12...	EmailSent	ArmEmail	Repair Received	DMAJERUS	<input type="checkbox"/> Interface Hold
11/10/2010 12...	EmailVerified	ArmEmail	Receipt	DMAJERUS	<input type="checkbox"/> Estimate Sent
11/11/2010 7...	Maint	Travisbw	Repair Maintenance	Status: Repa	<input type="checkbox"/> Parts Received

Current Status: Repairing 11/11/2010 7:39:29 AM
 lopataff
 Repair Bench
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Passed Inspection
 Return as Received
 Has Been Approved
 Internal Repair
 Exclude TATC

Repair Search Refresh Close



supryfl: ILN/Prod frmRepairMain D1102R7XPIL Wednesday, Nov 10 2010 7:57 AM

start OMS - Desktop frmRepairMain - F... OMS - Global Sam... Inbox - Microsoft...

RECEIVED
 NOV 10 2010

BY:.....

24"
120 5/77
~~120 5/77~~
.009
3#

4882

COPIY

October 28, 2010

Woods Bay Gunsmithing
Attn: Dan
13390 Montana Hwy 35
Big Fork, MT 59911
Ph: 406-837-1101

Ref: # 4882

Dear Dan,

Enclosed is a prepaid UPS shipping label to cover shipment of the 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 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

could not duplicate concern.
Trig. ASSM. Dirty, set screws
altered. Check over, replace
TPA, CLEAN + TEST Fire arden
to it Local program Box
\$20.00.

Serial Number:

A6451746

Model: **700**



RE00209884

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 LH</u>		Serial Number: <u>A6451746</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO <u>Gun Shop</u>			
Name: <u>Dan Majerus</u>		Date of Purchase: <u>Woodsbay Gunsmithing</u>	
Address (no PO Boxes): <u>13390 MT, Hwy 35</u>			
City: <u>Bigfork</u>		State: <u>MT</u>	Zip: <u>59911</u>
Phone (Daytime): <u>406-837-1101</u>		Fax: _____	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>DMAJERUS@CenturyTel.net</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>customer claims sometimes gun fires when taking safety off with live round in chamber</u>			
500 characters left			
Ammunition Information:			
Manufacturer: _____		Type: _____	
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: _____			
How often do you clean the bore? (Months or Number of rounds): _____			
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): _____			

BARBER - Kinzer PPS GAL RE 0012877

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?
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.





www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/28/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 4882 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Woods Bay Gunsmithing Attn: Dan 13390 Montana Hwy 35 Big Fork, MT 59911 Ph: 406-837-1101
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 OCT 28, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066923089
 REF 1: WOODS BAY GUNSMITHING/CD/DMF
 REF 2: 4882/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.50
 DC 0.00 DGD 0.00 SD 0.00
 AH 0.00 PR 0.00 SP 0.00
 TOT PUB CHG 11.79 PUB+HANDLING 11.79