

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6484

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
244698	10/26/2011	8/22/2011	10/27/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Beuke	416 Windy Hills Dr.	Washington	MO	63090		C 636-221-1011 F 573-468-5114 E beuke@indwire.com

## Incident Information

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

8/22/11: Customer called in. He stated he had a FSR in 2010. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	A6377096	RI	11/1/1976
Date Purchased	Where Purchased	Accessories	Original Owner			
	DUNNS SPTG PEVELY MO		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 under BLM						

Repair/Replacement Cost Repair/Replacement Date

\$30.40 11/4/2011

8/22/11: Mailing ARS, letter, form. Box order# 1244305. df 11/4/11: Per Ilion - Could not duplicate concern. TA dirty, rusty & set screws altered. Trigger not returning properly. Replace TA, clean & test fire under BLM - quote. Customer called & spoke to CSR. Apprvd & pd for quote. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/27/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 243 WIN
	Date Code		RI
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6484&Type=Case>

11/4/2011

	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	RUSTING UNDER STOCK
	Stock Condition	Slightly Worn; Functioning	MARS DENTS
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.006
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, RUSTY TRIG NOT RETURNING PROPERLY
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

COPY

22"  
RII/71  
2.5#  
1006

6484

August 22, 2011

John Bueke  
416 Windy Hills Dr.  
Washington, MO 63090  
Phone: 636-221-1011

Ref: # 6484, Model 700, Serial # A6377096

Dear Mr. Bueke,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and a form. A box will arrive separately.

**Please include a copy of this letter and form to put inside the shipping container. The letter and form inside are 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 will contact you once I get the report.

I hope that this action will keep you a loyal Remington customer.

Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co., LLC  
Phone: 1-800-243-9700 press 0 and ask for ext 8686  
Fax: 336-548-7872

could not duplicate concern.  
T.A. dirty, rusty & set screws  
Altered. Trig. not returning  
properly. Replace T.A. CLEAN &  
Test fire under BLIP Box \$20.00+  
to ship

Quote

A6377096

Model: 700



RE00244698

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)

SHIPPED NOV - 1 PAID

PS 22774

--&gt;

<a href="#">Print</a>		<a href="#">Reset</a>	
<b>Model Number:</b> 700		<b>Serial Number:</b> A 6377096	
<b>Are you the original owner?:</b> <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
<b>Name:</b> John J Beuke		<b>Date of Purchase:</b> ?	
<b>Address (no PO Boxes):</b> 416 Windy Hills Dr.			
<b>City:</b> Washington		<b>State:</b> MO	<b>Zip:</b> 63090
<b>Phone (Daytime):</b> 636-221-1011		<b>Fax:</b> 573-468-5114	
<b>E-mail Address:</b> (if e-mail address is provided, notification of receipt and shipment will be sent) beuke@indwire.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> gun fired when taking off safety finger was not near trigger happen November 2010 deer season			
<div>397 characters left</div>			
<b>Ammunition Information:</b>			
<b>Manufacturer:</b> Winchester		<b>Type:</b> .243	
<b>Other (i.e. bullet weight/type, shot size, powder):</b> 			
<b>Handload Information:</b>			
<b>Powder Used:</b>		<b>Powder Weight:</b>	
<b>Case/Hull Used:</b>		<b>Primer Used:</b>	
<b>Bullet Type/Shot Size:</b>		<b>Reloader Used:</b>	

**Firearms Care (Cleaning and Lubrication):**Brand of cleaning solution used: 

How often do you clean the bore? (Months or Number of rounds)

 once a year 10 rounds

How often do you clean the action? (Months or Number of rounds)

 once a year

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)

 once a year

How often do you lubricate the action? (Months or Number of rounds)

 once a year

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 ☒ NOWhen 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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www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	8/22/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 6484 rifle			

## LABEL INFORMATION

MAIL LABEL TO: John Bueke 416 Windy Hills Dr. Washington, MO 63090 Phone: 636-221-1011
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 AUG 22, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969067179365  
REF 1:JOHN BUEKE/CD/DMF  
REF 2:REF#6484/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 9.66	PUB+HANDLING	9.66







