Remington Arms Co., Inc. Product Service Legal Case #:6907

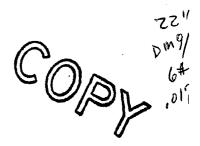
Case Information RE# Date Opened Date Opened Pote Opened(PS) Date Closed Jacident Bate Pre Lit Lit Obsolete RE# Date Opened Date Opened Date Opened(PS) Date Closed Jacident Bate Pre Lit Lit Obsolete 1203018 12/14/2011 11/28/2011 11/28/2011 11/27/2011 Castomer Information Type Business First Name Last Name Street City State Zip Age Contact Incident Information Claims Godes Repair Est. Medical Treatment Stratus Potential Information Claims Codes Repair Est. Medical Treatment Stratus Potential Information Concern: 1005 Improper Maintenance Unexplained Discharge Safe Unknown Stratus Potential Information Concern: 1005 Concern: 1005 Unexplained Discharge Safe Unknown Stratus Potential Information Concern: 1005 Unexplained Discharge Safe Unknown Stratus Potential Information Concern: 1005 Unexplained Discharge Safe Unknown Stratus Unknown S					Legal Case #:6907						
1/28/2011 1/28	Case Informa	ntion									
Customer Information Type Business First Name Last Name Street City State Zip Age Contact Incident Wards Systems Inc Jody Clark 65 North Gate Plaza Unit 15 Morrisville VT 05661 H 802-888-3296 Incident Information Claims Codes Repair Est. Medical Treatment Status PI PD hole through interior wall and out through the cedar siding Concern: 1005 Unexplained Discharge Safe Unknown C Concern: 1005 Unexplained Discharge Safe Concern: 1005 Unexplained Discharge Safe Unknown C Concern: 1005 Unexplained Discharge Safe Unknown SKU Serial Bbl. DOM Accessories Original Owner HORTON DIST CO INC * LEW TWO PIECE BASE, BOTTOM HALF RINGS Y CONCERN: FIRED ON ITS OWN Ammunition Information - None Defined Settlement Release of Claims Release Date Reimbursement Cash Reim. Date APV APV Replace TPA no charge, clean and test as a gesture of goodwill Repair/Replacement Repair/Replacement Cost Date Cost D	RE#	Date Opened	Dat	e Opened(PS)	Date Closed	Incident Date		Pre Lit	Li	t Ol	bsolete
Type	250318	12/14/2011		11/28/2011	1/4/2012	11/27/2011					
Incident Wards Systems Inc. Jody Clark 65 North Gate Plaza Unit 15 Morrisville VT 05661 H 802-888-3296 Incident Information Claims Codes Repair Est. Medical Treatment Status Pl	Customer Inf	formation									
Calims Codes Repair Est. Medical Treatment Status	Type	Business	First Name	Last Name	Street	City	State	Zip .	Age	Cor	tact
PI PD hole through interior wall and out trumper Maintenance PI (Author) PI (A	Incident W	ards Systems Inc	Jody	Clark	65 North Gate Plaza Unit	15 Morrisville	VT	05661	J	H 802-8	88-3296
Claims Codes Repair Lst. Treatment Status Pl ph blote through interior wall and out Cause:4015 Improper Maintenance through the codar siding Concern:1005 Unexplained Discharge Safe Unknown S Concern:1005 Unexplained Discharge Safe Unknown S CONCERN:File Per call from Clark, she had her rifle loaded, safe on and was going outside with it when it fired. It shot a hole in the interior wall and through the exterior cedar siding wall, her son was able to duplicate it. The safety started going up on it's own and it gets stuck in between position. It was given to her as a gift. She had never had a problem with it before cm Firearm Information Mfg. Type Model/Ga. SKU Serial Bbl. DOM Remington CF/BA 700/243 WIN 26068 C6733655 DM 9/29/1992 Date Purchased Where Purchased Accessories Original Owner HORTON DIST CO INC * LEW TWO PIECE BASE,BOTTOM HALF RINGS Y CONCERN:FIRED ON ITS OWN Ammunition Information - None Defined Other Products Information - None Defined Settlement Release of Claims Release Date Reimbursement Settlement Date APV Replace TPA no charge, clean and test as a gesture of goodwill Repair/Replacement Cost Date Cost Date Cost Date (5.6.3 1/4/2012 11/28/11 Mailing ARS and box.cm 1/4/12 Called Clark with the condition of the trigger. Offered to replace TPA no charge, clean and test as a gesture of goodwill. Will send her an owner's manual also detailing cleaning procedures that I mentioned during our call today.cm Examination[Remington/CF/BA] Part Sub-Part Code Comment Examination Product Type RE Part Sub-Part Code Comment Examination Product Type RE Repair/Replacement Repair/Replacement Repair/Replacement Repair/Replacement Repair/Replacement Repair/Replacement Re Repair/Replacement Re Re Re Re Re Re Re Re	Incident Info	rmation									
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Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		12/15/2011
Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
	Description		22" 243 WIN
	Date Code		DM
	Bore Plugged	False	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6907&Type=Case

1/10/2012

	Bulged	False	i
]
Barrel	Fired	False	
	Fired while Obstructed		1
	Muzzle/Crown Condition	Slightly Worn; Functioning]
!	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning]
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	ACT VERY DIRTY
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M/700 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
	Lift	Select	.017
Sear	Notch	Slightly Worn; Functioning	
	T .	Test Fired	False
Feeding Test	Tests	False	
	Condition	Slightly Worn; Functioning	VERY DIRTY,RUSTY
m to a	Pull	Select	6#
Trigger	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE, BOTTOM HALF RINGS



6907

November 28, 2011

Jody Clark Wards Systems, Inc 65 N. Gate Plaza, Unit 15 Morrisville, VT 05661

Subject: Case # 6907, Model 700, SR# 4738

Dear Ms. Clark,

Please include a copy of this letter with the firearm as well as the Service Request form. 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. Please mark the small ends of the box "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell Consumer Affairs Administrator Phone: 800-243-9700, ext 8684 christy.mitchell@remington.com

Model: 700 RE00250318

DEC 1 6 2011

z ,

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025 Phone 800-243-9700 • www.remington.com

Service Request

Remington Service PO Box 700



Madison, NC 27025-0700

ATTN: Product Service #6907

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. ENCLOSE THIS DOCUMENT WITH YOUR RETURN.

Service Request Number | Serial Number | Description

SR00004738

C6733655

Model 700 RIFLE Caliber: 243

Customer:

JODY CLARK WARDS SYSTEMS INC 65 N GATE PLAZA, UNIT 15 MORRISVILLE, VT 05661 US

Email: Christy

Date of Request: 11/28/2011 Date Printed:

11/28/2011

Destination:

Arms Services 14 Hoefler Ave Ilion, NY 13357 US

Email:

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Safety sticks in between safe and fire, moves on it's own, Has fired with safe on without touching t rigger.cm

Parts And Service Details

Material

Type

Description

Qty Needed Warranty

Price Disc Amount

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number:	Serial Number:				
Are you the original owner?: YES NO NO					
Name: Jodi Clark 0	Date of Purchase:				
Address (no PO Boxes): 131 Private	Ridges Rd				
city: Morrisville	State: V.T Zip: 05661				
Phone (Daytime): 802-888-3294	Fex. 802-888-4923				
E-mail Address: (if e-mail address is provided, notification sent) Kyrabeanie Thotmaria					
E-mail Address:					
I would like to receive future e-mail updates from Re Please describe your problem and date of occurrence	· · · · · · · · · · · · · · · · · · ·				
Qun fired on it's own going from in between safe + fire - Put a hole through my house					
500 characters left	· · · · · · · · · · · · · · · · · · ·				
Ammunition Information:					
Manufacturer,	Туры				
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:				

ARS LABEL REQUEST FORM

DATE:	11/28/2011	Service Request #	SR00004738
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelles	email address:	Christy.Mitchell@remington.com
	_		
Rusiness:			

Business:

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Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

JODY CLARK WARDS SYSTEMS INC 65 N GATE PLAZA, UNIT 15 SR00004738 MORRISVILLE, VT 05661 US Email: Christy

RETURN ITEM TO:

ILN

Arms Services



NOV 28, 2011 ALL CURR USD ACT WT 10.0 LBS 1 OF 1 4XX596 SVC GNDCOM TRACKING# 124XX5969066555807 REF 1:SR00004738

HANDLING CHARGE 0.00 SVC T/P USD RS 0.50 SD 0.00 SINGLE-PIECE PUB RATE CHRGS: 0.00 COD DV 0.00 0.00 DGD DC 0.00 SP 0.00 7.94 0.00 PR AH 0.00 PUB+HANDLING TOT PUB CHG 7.94

ATTN: Product Service #6907

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MAILROOM 336-548-8777 REMINGTON ARMS COMPANY INC 870 REMINGTON DRIVE MADISON NC 27025

2 LBS 1 OF 1

SHIP 336-548-8700 JODY CLARK TO: 65 N. GATE PLAZA UNIT 15 WARDS SYSTEM INC MORRISVILLE VT 05661



056 0-01

UPS GROUND

TRACKING #: 1Z 4XX 596 03 0001 8344



BILLING: P/P

SHIP: 11/28/11

REF: 10

AMC 4.20 ELTN2844

21.5V 10/2011

Date: 11-28-11 1 1b 9.2 oz

Date: 11-28
Acct # : 36272
Cust # : G20000004430
Zip/Zone: 05661 / 5
Trk # : 1Z4XX5960300018344
Pkg ID #: 10
Service : UPS Ground

Base :\$ Spc S:\$ Add1 :\$ 6.34 0.00 0.00 Total \$ 6.34

