

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6984

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250942	12/16/2011	12/5/2011	12/19/2011	12/3/2011			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jacob	Cotton	175 Hamrick Ave	Ozark	AL	36360		C 334-685-7051 E crwiring.jc@gmail.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI recoil tore thumb nail				
PD	Cause:4038 Could Not Duplicate Concern			
S	Concern:1007 Fired on Safe Release		N	
C FSR				

12/5/11: Customer called in. He stated that he had a FSR w/rifle on 12/3/11. He stated the unexpected recoil tore his thumb nail but he did not seek any medical treatment. He stated he does not feel safe w/the rifle. He said that he bought the gun used & had it checked & was told the gun was clean & had not been adjusted. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	B6388923	EC	10/1/1982
Date Purchased	Where Purchased	Accessories	Original Owner			
	VF GRACE INC ANCHORAGE AK	TWO PIECE BASE	N			

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

12/5/11: Mailing ARS & forms. Box order# 1280774. df 12/20/11: Per Ilion - Could not duplicate concern. TA dirty & rusty. Can offer to replace TA, clean & test fire @ 1/2 normal cost - quote. Customer apprvd & pd quote. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/19/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		EC
	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	
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		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,RUSTY
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

22"  
EC 10/8  
3.5  
1012

6984

COPY

December

Jacob Cotton  
175 Hamrick Ave  
Ozark, AL 36360  
Phone: 334-685-7051

Serial Number: B6388923

Model: 700



RE00250942

Ref: # 6984, Model 700, Serial # B6388923

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

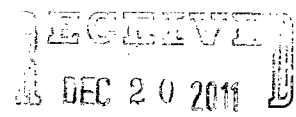
Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". 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 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

enclosure

1 model 700 30.06 serial # B6388923  
could not duplicate concern  
T.A. dirty + rusty, can offer  
to replace TPA, clean + test  
fire at 1/2 normal cost.  
Quote  
call for credit card #. Did not  
want to ship w/ package



BY:.....

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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

[www.Remington.com](http://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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

<b>Service Request Number</b> SR00005793	<b>Serial Number / Description</b> B6388923 Model 700 Center Fire Caliber: 3006	<b>Date of Request:</b> 12/05/2011 <b>Date Printed:</b> 12/05/2011
<b>Customer:</b> JACOB COTTON 175 HAMRICK AVE OZARK, AL 36360 US  Email:	<b>Destination:</b> 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**  
Product Service # 6984 - FSR

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

**Sub Total:** .00  
**Est Sales Tax:** .00

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>B6384923</u>	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>Jacob Cifton</u>		Date of Purchase: <u>N/A</u>	
Address (no PO Boxes): <u>175 Hamrick Ave</u>			
City: <u>Ozark</u>		State: <u>AL</u>	Zip: <u>36360</u>
Phone (Daytime): <u>(334) 685-2051</u>		Fax: <u>N/A</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>clwiring.jc@gmail.com</u>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:  <p><u>Gun fired when safety was pushed to</u>  <u>off position,</u></p> <p><u>would like gun cleaned and any repairs</u>  <u>needed made. Call with amount and my card number</u>  <u>will be given to you! Thank you.</u></p>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Win.</u>		Type: <u>C&amp;P II</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150 gr.</u>			
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) <u>6 mths</u> <u>25 rds</u>
How often do you clean the action? (Months or Number of rounds) <u>3 mths</u> <u>N/A</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>N/A</u> <u>no knowledge on</u>
Brand of lubricant used: <u>Hoppes Elite</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>same as above</u>
How often do you lubricate the action? (Months or Number of rounds) <u>"</u> <u>"</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>"</u> <u>"</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>N/A</u>
What were the services performed? <u>N/A</u>
Ship your INSURED firearm by either UPS or Parcel Post to:
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>
<p><input type="checkbox"/> <b>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.</b></p> <p style="text-align: center;">:: 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</p>

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.

## ARS LABEL REQUEST FORM

<b>DATE:</b> 12/05/2011	<b>Service Request #</b> SR00005793
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> fulcherdm	
<b>email address:</b> I WILL MAIL LABEL	

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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## LABEL INFORMATION

<b>MAIL LABEL TO:</b>	JACOB COTTON 175 HAMRICK AVE OZARK, AL 36360 US SR00005793  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services

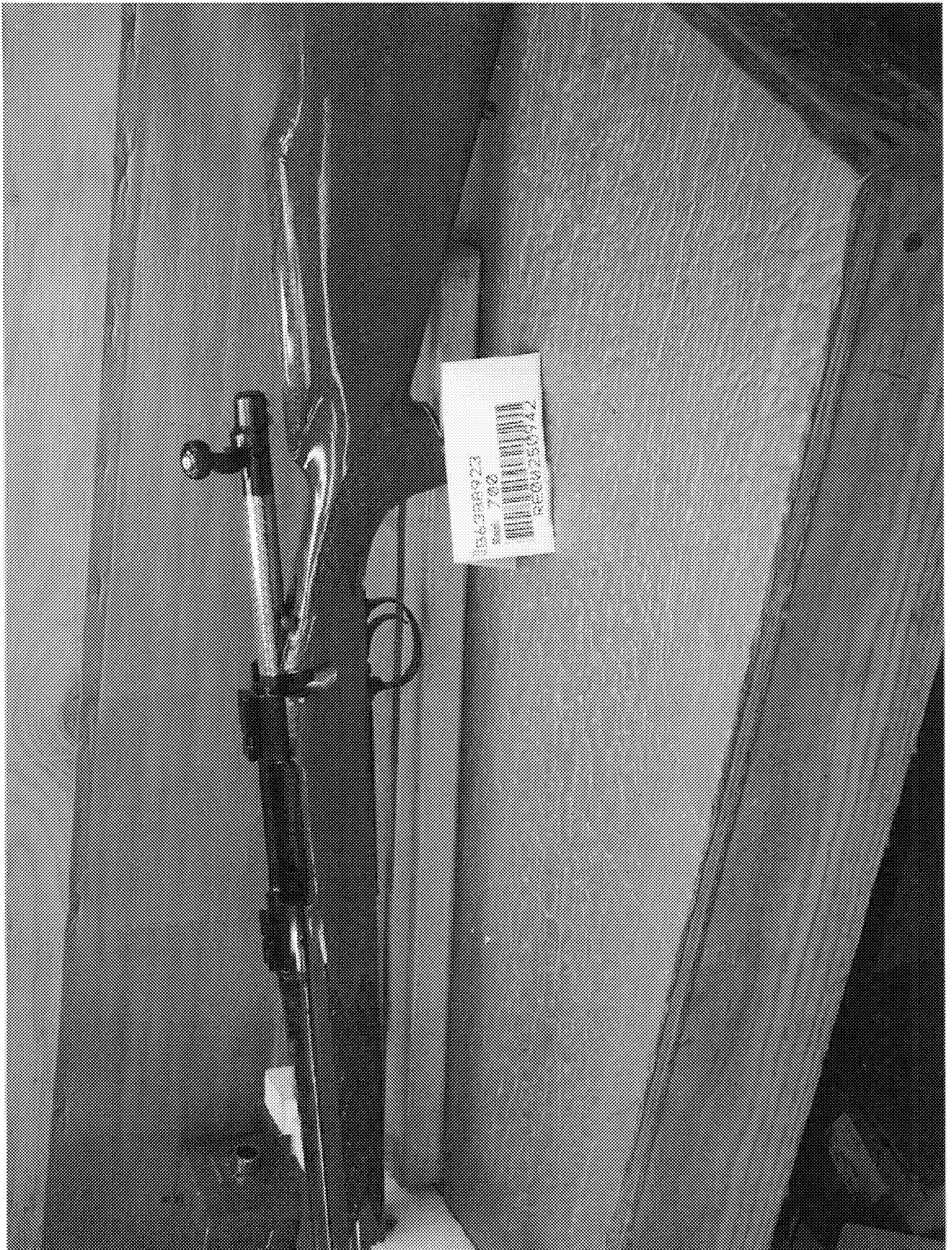


4XX596 DEC 6, 2011 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969065118193  
 REF 1:SR00005793  
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRGs:		
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
TCT PUB CHG 9.61	PUB+HANDLING	9.61

**ATTN: Product Service**





156-388923  
Rev. 700  
RECO25042

