

Remington Arms Co., Inc.
Product Service
Legal Case #:6951

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250756	12/16/2011	12/1/2011	12/19/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Gary	Howe	1000 E. Wells St.	Prairie du Chen	WI	53821		W 608-326-2441 F 608-326-2443 E gjhowe@centurytel.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1008	Fired on Bolt Closing	Unknown	
C	FBC			

12/1/11: Customer called in. He stated that he recently experienced a FBC w/rifle. He did not have an incident date. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	27480	G6216878	BW	1/30/2002 12:40:25 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	FABER BROS INC		Y			

CONCERN: 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						

Repair/Replacement Cost	Repair/Replacement Date

12/1/11: Mailing ARS & forms. Box order# 1277382. df 12/20/11: Per Ilion - Could not duplicate concern. TA dirty. Can offer to replace TA, clean & test fire @ 1/2 normal cost - quote. df 1/12/12: Customer hasn't responded to quote. I spoke to customer & he apprvd & paid 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		24" 7MM REM MAG
	Date Code		BW
	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	ISS	
Sear	Lift	---Select---	.014
	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	

6951

COPY

24"
5th
1014
Bw1/0

December 1, 2011

Gary Howe
1000 E. Wells St.
Prairie du Chen, WI 53821
Phone: 608-326-2441

Ref: # 6951, Model 700, Serial # G6216878

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

could not duplicate concern.
T.A. dirty. can offer to replace
TPA, clean test fire at 1/2
Normal cost.

Quote

RECEIVED
DEC 20 2011

Number: G6216878

Model: 700



RE00250756

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

PS 23751

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

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 SR00005374	Serial Number / Description G6216878 Model 700 RIFLE	Date of Request: 12/01/2011 Date Printed: 12/01/2011
Customer: GARY HOWE 1000 E. WELLS ST. PRAIRIE DU CHEN, WI 53821 US Email:	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

Product Service # 6951 - FBC

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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: _____		Serial Number: _____	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>GARY HOWE</u>		Date of Purchase: _____	
Address (no PO Boxes): <u>1000 EAST Wells, Prairie du Chien</u>			
City: _____		State: <u>WI</u>	Zip: <u>53821</u>
Phone (Daytime): <u>608-326-2441</u>		Fax: <u>608-326-2443</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>GHowe@mtc.net Centurytel.net</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: <u>In October on an Antelope Hunt The Gun Discharged while chambering a new shell.</u> <u>During our November (19) Deer Hunt The Gun Again Discharged while chambering a shell</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Federal</u>		Type: <u>Nosler Accubond</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>160 Grain</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>After Hunt 1-2 Rounds</u>
How often do you clean the action? (Months or Number of rounds) <u>After Hunt 1-2 Rounds</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>Not Yet</u>
Brand of lubricant used: <u>Outers</u>
How often do you lubricate the bore? (Months or Number of rounds) <u>After Hunt 1-2 Rounds</u>
How often do you lubricate the action? (Months or Number of rounds) <u>After Hunt 1-2 Rounds</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>Not Yet</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>Never</u>
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
<input type="checkbox"/> 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.

- This is what I would consider
A New Gun, There are no more
than 20³⁰ rounds through it.
- Used For 3 whitetail seasons
1-3 shots per season (Two kills per season)
- One Antelope Hunt 5 shots (3 kills)
- 2-3 shots For Pre Season Sighting
- I Feel strongly That This is A
Manufacturers Defect
- Please Advise if any charges

Please send your firearm back via a traceable method or shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- ✓ Include a copy of your proof of purchase to assist in the evaluation of your repair
- ✓ Record your serial number for future reference
- ✓ Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- ✓ Properly package your unloaded firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- ✓ Please package the ammunition in a secure carton or box.
- ✓ The package should be stuffed to prevent movement.
- ✓ Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Gun was
a Gift

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00005374
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service



GARY HOWE
1000 E. Wells
Prairie du Chien, WI 53821
608-326-2441

Remington Service,
Remington Tamm Mag, Model 700, Serial # G6216878
I Hope This will Help you
Fix The Problem.

The Gun has been used for three seasons deer hunting. The first year sighting in maybe 12-15 rounds were shot. At that time probably only one shell at a time was loaded - did not fill magazine.

In the following three seasons/hunts shot maybe another 12 rounds between sighting and harvesting. Generally able to bag my deer with one shot so the problem did not show up til this past October.

While hunting Antelope and chambering in a hurry and slamming the bolt home I experienced a misfire. At the time I wondered what happened but brushed it off.

During our November Whitetail hunt after bagging my Cull Buck I chambered a round and the gun again misfired. This time it really woke me up and after that I was careful when chambering for any reason.

Good Luck and call if you need more

ARS LABEL REQUEST FORM

DATE: 12/01/2011	Service Request # SR00005374
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	GARY HOWE 1000 E. WELLS ST. PRAIRIE DU CHEN, WI 53821 US SR00005374 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 1, 2011 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969065304348
 REF 1:SR00005374
 REF 2:

HANDLING CHARGE 0.00	SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:	RS 0.50
DV 0.00	SD 0.00
DC 0.00	SP 0.00
AH 0.00	
TOT PUB CHG 9.61	PUB+HANDLING 9.61

ATTN: Product Service





