

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6863

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
251290	12/20/2011	11/17/2011	12/21/2011	11/16/2011			

### Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Eric	Huck	11177 St Rt Y	Bloomsdale	MO	63627		C 314-223-1458 E eric.karen@att.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C	Gun fired while riding on ATV			

11/17/11: Customer called in. He stated he was riding on his ATV yesterday with his rifle loaded & it fired. No injury, No damage. He expects us to repair the rifle at n/c because his friends told him that Remington has issues with the triggers & they thought we had some sort of recall. df

### Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25773	C6727204	PM	6/26/1992
Date Purchased	Where Purchased	Accessories	Original Owner			
	ZANDERS SPORTING GOODS * GLEN	SCOPE BASE	Y			
CONCERN:FIRE D WITHOUT PULLING TRIGGER						

## 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
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Per Consumer  
Service Dept - repair  
@ n/c - goodwill

Repair/Replacement Cost	Repair/Replacement Date
\$46	12/29/2011

11/17/11: Customer will receive paperwork by email. Box order # 1273105. df 12/22/11: Per Ilion - Could not duplicate concern. TA dirty & rusty, parts work sluggish. Replace TA, clean & test fire @ 1/2 normal cost - quote. df 12/29/11: Consumer Service Dept removed charges from repair - goodwill. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		12/21/2011

Examination	Product Type	RF	
	Action Type	A	
	Assigned To	T.NAGLE	
Cause	4038	Could Not Duplicate Concern	
Barrel	Description	22" 3006 SPRG	
	Date Code	PM	
	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---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY PARTS WORK SLUGGISH
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description	SCOPE BASE	

**Remington Arms Company, Inc.**

Visit our safety center at [www.remington.com](http://www.remington.com)

Delivery Note: **82568840**

Page: **1 of 1**

Date: **11/17/2011**

Time: **21:41:09**

SHIP-TO: **2**

HUCK, ERIC  
11177 STATE RT Y  
BLOOMSDALE MO 63627  
CPO #: 63627HUCK, ERIC

*\* my Home*  
*← ADDRESS*

Sold to: HUCK, ERIC  
Customer #: CCMO  
Remington Order #: 1273105  
Shipping Point/Plant: ARM1/ARM  
CSR: CONSUMER 1-800-243-9700  
Email: [info@remington.com](mailto:info@remington.com)

Cancellation date:  
Route: ARMGEN  
Requested Delivery Date: 11/17/2011  
Expected Post Good Issue Date: 11/17/2011  
Freight Terms: \*\*\* PPA \*\*\*

*Packed by*  
*Paul*

*22" 4.5# 1013 PM 6/92*

Serial:

**C6727204**

Model: **700**



**RE00251290**

Warehouse Instructions:

Customer Text:

Expect any backordered parts to ship within 30 days. 15% restocking fee on returned parts.  
Questions concerning your order should be directed to 1-800-243-9700. Monday-Friday 9:00 AM - 5:00 PM EST  
Please have order# available to expedite processing.

**RECEIVED**  
**DEC 22 2011**

Price(Excl S&H): 0.00 1.380

*could not duplicate concern  
T.A. dirty + rusty parts work  
Sluggish. Alpha TRA, clean +  
Test fire at 1/2 normal cost.*

*Quote*

*Hi My NAME is ERIC + IM Sending this GUN TO  
You TO LOOK AT, it FIRED without pulling TRIGGER.*

*SERIAL # C6727204 FOR REMINGTON MODEL*

*700 / 30.06 - ENCLOSED THANKS*

*- Dhr. # 214-222-145A*



November 18, 2011

Eric Huck  
11177 State Rt Y  
Bloomsdale, MO 63627  
Phone: 314-223-1458  
Email: eric.karen@att.net

**Ref: # 6863, Model 700**

**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

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)

PS 23778

<b>Model Number:</b> <input type="text"/>		<b>Serial Number:</b> <input type="text"/>	
<b>Name:</b> <input type="text"/>		<b>Date of Purchase:</b> <input type="text"/>	
<b>Address (no PO Boxes):</b> <input type="text"/>			
<b>City:</b> <input type="text"/>		<b>State:</b> <input type="text"/>	<b>Zip:</b> <input type="text"/>
<b>Phone</b> (Daytime): <input type="text"/>		<b>Fax:</b> <input type="text"/>	
<b>E-mail Address:</b> <input type="text"/>			
<b>Please describe your problem:</b> <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<div><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></div> <div><p>:: Record the serial number of your firearm before sending it.</p><p>:: 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.)</p><p>:: Remove all accessories from your firearm to prevent loss or damage.</p><p>:: Ship your <b>INSURED</b> 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.</p></div> <div style="text-align: center;"><input type="button" value="Print"/> <input type="button" value="Reset"/></div>			

**Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** ERIC.KAREN@ATT.NET  
**Sent:** Friday, November 18, 2011 10:24 AM  
**Subject:** Relayed: Message relayed (ERIC.KAREN@ATT.NET)

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

ERIC.KAREN@ATT.NET

Subject:

## ARS LABEL REQUEST FORM

DATE:	11/18/2011	Service Request #	SR00004208
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm		
	email address:		

### Business:

Remington Service  
PO Box 700  
Madison, NC 27025-0700  
[www.Remington.com](http://www.Remington.com)

## LABEL INFORMATION

MAIL LABEL TO:	ERIC HUCK 11177 STATE RT Y BLOOMSDALE, MO 63627 US SR00004208  Email: ERIC.KAREN@ATT.NET
RETURN ITEM TO:	ILN  Arms Services



4XX596 NOV 18, 2011 ALL CURR USD 1 OF 1  
 SVC GNDCOM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969067937205  
 REF 1:SR00004208  
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.11	PUB+HANDLING	10.11

ATTN: Product Service







