

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6917

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
249295	12/6/2011	11/28/2011					

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bruce	Pyle	6232 Telegraph Rd	Elkton	MD	21921		C 302-379-0358 E jenpyle@udel.edu

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot hole in backseat of vehicle	Cause:4006	Altered Adjustments or Components		Unknown
S	Concern:1020	Fired on Bolt Opening		
C				

PI

PD shot hole in backseat of vehicle Cause:4006 Altered Adjustments or Components

S Concern:1020 Fired on Bolt Opening

C

11/28/11 Per call from Pyle, when opening the bolt it fired and shot his backseat of his vehicle. It is his only rifle so he needs it turned around quickly.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	n/a	A6751972	PV	7/17/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	BONITZ BROS HARRISBURG PA		Y			

CONCERN:FBO

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
Repair/Replacement Cost	Repair/Replacement Date					

11/28/11 Emailing ARS and letter.cm 12/14/11 Emailed reply to Mrs. Pyle the results of the inspection and that we could replace the trigger at the BLSM program price of \$20 + shipping.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 308 WIN
	Date Code		PV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	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---	.008
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY.TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

# Service Request

Remington Service  
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6917

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.**

<b>Service Request Number</b> SR00004833	<b>Serial Number / Description</b>	<b>Date of Request:</b> 11/28/2011 <b>Date Printed:</b> 11/28/2011
<b>Customer:</b> BRUCE PYLE 6232 TELEGRAPH RD ELKTON, MD 21921 US  Email: jenpyle@udel.edu		<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**  
Fired when opening bolt.cm

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

A6751972

Model: 700



RE00249295

RECEIVED  
DEC 13 2011  
BY: \_\_\_\_\_

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

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

Model Number: <u>REMINGTON MODEL 700</u>		Serial Number: <u>A6751912</u>	
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>HARVEY B. PYLE</u>		Date of Purchase: <u>GIFT 1982</u>	
Address (no PO Boxes): <u>6232 TELEGRAPH RD</u>			
City: <u>ELKTON</u>		State: <u>MD</u>	Zip: <u>21921</u>
Phone (Daytime): <u>302-379-0358</u>		Fax: <u>302-831-1528</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>JEN.PYLE@UDELL.EDU</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>RIFLE FIRED WHILE UNLOADING AMMO</u> <u>UPON OPENING BOLT</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>HORNADY</u>		Type: <u>308 WIN</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>150-GRAIN SST W-TLOCK</u>			
Handload Information: <u>N/A</u>			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

## Service Request

## Remington Service

PO Box 700

Madison, NC 27025-0700

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ATTN: Product Service #6917

**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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

<b>Service Request Number</b>	<b>Serial Number / Description</b>	<b>Date of Request:</b>	11/28/2011
SR00004833		<b>Date Printed:</b>	11/28/2011
<b>Customer:</b>		<b>Destination:</b>	
BRUCE PYLE		Arms Services	
6232 TELEGRAPH RD		14 Hoefler Ave	
ELKTON, MD 21921 US		Ilion, NY 13357 US	
Email: jcnpylc@udel.edu		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

Fired when opening bolt.cm

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.

<b>Sub Total:</b>	.00
<b>Est Sales Tax:</b>	.00

Please send your firearm back via a traceable method of 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.

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) <<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)

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Arms Services  
SR# SR00004833  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Product Service #6917



## ARS LABEL REQUEST FORM

DATE:	11/28/2011	Service Request #	SR00004833
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchellcs	email address:	Christy.Mitchell@remington.com

### Business:

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

## LABEL INFORMATION

### MAIL LABEL TO:

BRUCE PYLE  
6232 TELEGRAPH RD  
ELKTON, MD 21921 US  
SR00004833

Email: [jenpyle@udel.edu](mailto:jenpyle@udel.edu)

### RETURN ITEM TO:

ILN

Arms Services



4XX596 NOV 28, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969065439364  
REF 1:SR00004833  
REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
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 8.65	PUB+HANDLING	8.65

ATTN: Product Service #6917











