

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6700

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
245290	10/31/2011	10/19/2011	11/1/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jason	Reusser	2450 Sloan Fork Rd	Windsor	KY	42565		H 606-787-2651 E jmreusser2000@yahoo.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006	Altered Adjustments or Components		Unknown
S	Fired when safety was released	Concern:1007	Fired on Safe Release	
C				

PI

PD Cause:4006 Altered Adjustments or Components

Unknown

S Fired when safety was released Concern:1007 Fired on Safe Release

C

10/19/11 Per call from Reusser, his 700 will fire when the safety is released. He bought it 2nd hand.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/223 WIN	29703	E6236745	LO	2/1/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS	FRT BASE AND BOTTOM HALF RING	N			

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, replace TPA. clean, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

10/19/11 Emailing ARS.cm 11/9/11 Per Ilion, trigger assm dirty, sticky, rusty and set screws altered. Replace TPA, clean, test fire at 1/2 normal cost.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/1/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description		26" 223 REM HB
	Date Code		LO
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown	Slightly Worn;	

	Condition	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,RUSTY RUST MAKING SAFE WORK HARD WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		FRT BASE AND BOTTOM HALF RING

# Remington®

26"  
LOZ/94  
2#  
1014

6700

October 19, 2011

Jason Reusser  
2450 Sloan Fork Rd  
Windsor, KY 42565

Subject: Case # 6700, Model 700, SR# 1384

Dear Mr. Reusser,

Please include a copy of this letter with the firearm. 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 ends of the boxes with "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](mailto:christy.mitchell@remington.com)

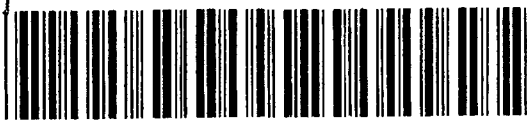
enclosure

T.A. Dirty sticky, Rusty + set  
Screws altered. Replace TPA,  
clean + rest fire at 1/2 normal  
cost

Quote

Serial Number: E6236745

Model: 700



RE00245290

RECEIVED  
NOV - 8 2011

By: \_\_\_\_\_

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



October 19, 2011

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2450 Sloan Fork Rd  
Windsor, KY 42565

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

enclosure

# Service Request

Remington Service  
PO Box 700



Madison, NC 27025-0700

ATTN: Product Service #6700

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

<b>Service Request Number</b> SR00001384	<b>Serial Number / Description</b> E6236745 Model 700 RIFLE Caliber: 223	<b>Date of Request:</b> 10/19/2011 <b>Date Printed:</b> 10/19/2011
<b>Customer:</b> JASON REUSSER 2450 SLOAN FORK RD WINDSOR, KY 42565 US  Email: <a href="mailto:jmreusser2000@yahoo.com">jmreusser2000@yahoo.com</a>		<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

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

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)

Arms Services  
SR# SR00001384  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Product Service #6700



## ARS LABEL REQUEST FORM

<b>DATE:</b> 10/19/2011	<b>Service Request #</b> SR00001384
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> mitchellcs	<b>email address:</b> Christy.Mitchell@remington.com

<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>	JASON REUSSER 2450 SLOAN FORK RD WINDSOR, KY 42565 US SR00001384 Email: jmnreusser2000@yahoo.com
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services



4XX596      OCT 19, 2011      ALL CURR USD      1 OF 1  
 SVC GND COM      ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969066184593  
 REF 1:SR00001384  
 REF 2:CD  
  
 HANDLING CHARGE 0.00      SVC T/P USD  
 SINGLE-PIECE PUB RATE CHRG:      RS 1.00  
 DV 0.00      COD 0.00      SD 0.00  
 DC 0.00      DGD 0.00      SP 0.00  
 AH 0.00      PR 0.00      PUB+HANDLING 10.11  
 TOT PUB CHG 10.11

**ATTN: Product Service #6700**





