

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6884

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
249097	12/5/2011	11/22/2011	12/6/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kerry	Rice	307 Neill St PO Box 86	Buxton	ND	58218		C 218-779-6877 E kmrice1951@gmail.com

## 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 3 times			

11/22/11: Customer called in. He stated he had a FBC 3 times during last deer season. He didn't have a date of incidents. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	B6414723	XC	12/1/1982
Date Purchased	Where Purchased	Accessories	Original Owner			
	FARMERS UNION OIL ANETA ND		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

11/22/11: Mailing ARS & forms. Box order# 1274312. 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

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/6/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		XC
	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
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

22"  
XC128:  
4#  
012

COPY

6884

November 22, 2011

Kerry Rice  
307 Neill St.  
PO Box 86  
Buxton, ND 58218  
Phone: 218-779-6877

Ref: #6884, Model 700

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

B6414723

Model: 700



RE00249097

could not duplicate concern.  
T.A. Dinty, can often for phaser  
TPA, cleanest test fire at 1/2  
normal cost

Quote

RECEIVED  
DEC 13 2011

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)

Model Number: 700		Serial Number: B 6414723	
Name: KERRY M. RICE		Date of Purchase: EARLY 1980's ? <i>I bought it new</i>	
Address (no PO Boxes): 307 NEILL STREET			
City: Buxton	State: ND	Zip: 58218	
Phone (Daytime): 218-779-6877		Fax: N/A	
E-mail Address: KM Rice 1951@gmail.com			
<p>Please describe your problem:</p> <p>While deer hunting, I jammed in a shell to the firing chamber and the rifle went off without touching the trigger. I ejected that shell and put in another 1 and it did it again, I ejected that shell and put in another and it did it again. I went on line and read about this problem so I cleaned everything put it back together but I haven't been brave enough to fire it. I have lost my hunt in it. Please fix so I can use it again without <i>Worring I'm going to hurt someone</i></p> <p>500 characters left</p>			
<p><b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</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>:: 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 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.</p>			
Print		Reset	

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

<b>Service Request Number</b> SR00004486	<b>Serial Number / Description</b> Model 700 Center Fire Caliber: 270	<b>Date of Request:</b> 11/22/2011 <b>Date Printed:</b> 11/22/2011
<b>Customer:</b> KERRY RICE 307 NEILL ST PO BOX 86 BUXTON, ND 58218 US Email:	<b>Destination:</b> Arms Services 14 Hoeffer 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.		
<b>Reason For Return</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION		
<b>Service Request Section</b> Product Service # 6884 - FBC		
<b>Parts And Service Details</b>		
<b>Material</b>	<b>Type</b>	<b>Description</b>
		<b>Qty Needed</b>
		<b>Warranty</b>
		<b>Price</b>
		<b>Disc</b>
		<b>Amount</b>
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

## ARS LABEL REQUEST FORM

<b>DATE:</b> 11/22/2011	<b>Service Request #</b> SR00004486
<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>	KERRY RICE 307 NEILL ST PO BOX 86 SR00004486 BUXTON, ND 58218 US Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services



4XX596      NOV 22, 2011      ALL CURR USD      1 OF 1  
 SVC GNDCOM      ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969065280561  
 REF 1:SR00004486  
 REF 2:

HANDLING CHARGE 0.00		SVC	T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS	0.50
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	10.27
TOT PUB CHG 10.27			

**ATTN: Product Service**











