

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6345

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		7/12/2011					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Lee	Wise	PO Box 591	Gunnison	CO	81230		H 970-596-1199 E twice97@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4079 Other - Unexamined		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C	FBC			

7/12/11: Customer called in. He stated that he was using rifle last year for hunting & it fired when he closed the bolt. No damage. No injury. He finished out the hunting season with the gun but he wants it examined because it makes him nervous to use it. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WTHBY	20000			
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

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					

7/12/11: I will email my letter & form to customer. Media Coord. will email ARS label. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

# Remington®

July 12, 2011

Lee Wise  
PO Box 591  
Gunnison, CO 81230  
Ph: 970-596-1199  
Email: [twise97@yahoo.com](mailto:twise97@yahoo.com)

Ref: # 6345, Model 700

Dear Mr. Wise,

**You will receive a shipping label for UPS by email in 2 business days. Please include a copy of this letter and form to put inside the shipping container. The letter and form 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 hope that this action will keep you a loyal Remington customer.

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington Arms Co. LLC  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

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)

PS 25223

<b>Model</b> Number: <input type="text"/>		<b>Serial</b> Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
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: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <p style="text-align: right;">500 characters left</p>			
<b>Ammunition Information:</b>			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
<b>Handload Information:</b>			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: <input style="width: 90%;" type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input style="width: 200px;" type="text"/>
How often do you clean the action? (Months or Number of rounds) <input style="width: 200px;" type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input style="width: 200px;" type="text"/>
Brand of lubricant used: <input style="width: 90%;" type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input style="width: 200px;" type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input style="width: 200px;" type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input style="width: 200px;" type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input style="width: 90%;" type="text"/>
What were the services performed? <input style="width: 90%;" type="text"/>
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>
<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>  :: 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.

**Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** [twise97@yahoo.com](mailto:twise97@yahoo.com)  
**Sent:** Tuesday, July 12, 2011 10:49 AM  
**Subject:** Relayed: Message relayed ([twise97@yahoo.com](mailto:twise97@yahoo.com))

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

[twise97@yahoo.com](mailto:twise97@yahoo.com)

**Subject:**



www.remington.com

Remington Arms Company, Inc.  
870 Remington Drive  
P. O. Box 700  
Madison, NC 27025-0700

### ARS LABEL REQUEST FORM

DATE:	7/12/2011	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b>			
MEDIA COORDINATOR TO MAIL		XXXXXX	
DESCRIPTION:	Ref# 6345 rifle		

*Spauld*

### LABEL INFORMATION

MAIL LABEL TO:	Lee Wise PO Box 591 Gunnison, CO 81230 Ph: 970-596-1199 Email: <a href="mailto:twise97@yahoo.com">twise97@yahoo.com</a>	<a href="mailto:twise97@yahoo.com">twise97@yahoo.com</a>
		<b>Email ARS to customer</b>
RETURN ITEM TO:	Remington Arms Attn: Product Service Ilion, NY	

**PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR**

4XX596 JUL 12, 2011 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 124XX5969066956400  
 REF 1: LEE WISE/CD/DMF  
 REF 2: CASE # 6345/RIFLE

HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE CHRGS:  
 DV 0.00 COD 0.00 SVC T/P USD RS 1.00  
 DC 0.00 DGD 0.00 SD 0.00  
 AH 0.00 PR 0.00 SP 0.00  
 TOT PUB CHG 12.14 PUB+HANDLING 12.14