

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6818

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250168	12/13/2011	11/9/2011	12/14/2011	11/5/2011			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles	Zick	242 Northridge Hills Ct	Grand Forks	ND	58201		H 701-775-5739

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S	Concern:1020	Fired on Bolt Opening		
C	FBO			

11/9/11: Customer called in. He stated that he had a FBO on 11/5/11 while hunting. It scared him & he put the rifle away. He stated it was the 2nd time it has happened & he only uses the gun about twice a year. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6469342	WU	8/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	JOHNS SPTG GD CANTON, OHIO	TWO PIECE BASE	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
Per Ilion - Quote to repair under BLM						

Repair/Replacement Cost	Repair/Replacement Date
\$30	1/4/2011

11/9/11: Mailing ARS & forms. Box order# 1270251. df 1/4/12: Per Ilion - Could not duplicate concern. TA dirty, can offer to replace TA, clean & test fire under BLM - quote. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		WU
	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	Worn; Functioning	DID NOT CLOSE ON SAAMI OVER MAX
	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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

22"  
was/  
3.5#  
.008

6818

COPY

November 9, 2011

Charles Zick  
242 Northridge Hills Ct.  
Grand Forks, ND 58201  
Phone: 701-775-5739

Ref: # 6818, Model 700, Serial # 6469342

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

enclosure

Serial  
Number:

6469342

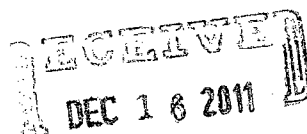
Model: 700



RE00250168

could not duplicate concern.  
T.A. dirty. can offer to replace  
GPA, clean & Test Fire ~~and~~  
under BCP Con & 20. + ship

Quade



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)

# 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> SR00003378	<b>Serial Number / Description</b> 6469342 Model 700 Center Fire Caliber: 3006	<b>Date of Request:</b> 11/09/2011 <b>Date Printed:</b> 11/09/2011
<b>Customer:</b> CHARLES ZICK 242 NORTHRIDGE HILLS CT GRAND FORKS, ND 58201 US		<b>Destination:</b> Arms Services 14 Hoefer Ave Ilion, NY 13357 US
Email:		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

PS# 6818 - FBO

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

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.

*The rifle was purchased in 1970*

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# SR00003378  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Product Service



## ARS LABEL REQUEST FORM

DATE:	11/09/2011	Service Request #	SR00003378
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	I WILL MAIL LABEL

### Business:

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

## LABEL INFORMATION

### MAIL LABEL TO:

CHARLES ZICK  
242 NORTHRIDGE HILLS CT  
GRAND FORKS, ND 58201 US  
SR00003378

Email:

### RETURN ITEM TO:

ILN

Arms Services



4XX596 NOV 11, 2011 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969066835451  
REF 1:SR00003378  
REF 2:

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG: SVC T/P USD  
DV 0.00 COD 0.00 RS 0.50  
DC 0.00 DGD 0.00 SD 0.00  
AH 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 10.27 PUB+HANDLING 10.27

ATTN: Product Service



