

Remington Arms Co., Inc.
Product Service
Legal Case #:7260

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
n/a		1/11/2012	7/5/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles B.	Bachmeier	3441 6th Ave. NE	Northwood	ND	58267		H 701-330-7804 E cmjbach@hotmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4064	Not Examined by Product Service		
S	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C	Unexplained discharge			

Customer mailed a repair form to us. He stated the gun discharged 2 times with no finger close to trigger - while slung over shoulder. No reported injury or damage. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	85410	G6875478		6/25/2009 5:45:01 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CABELA S INC/WAREHOUSE /		U			

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
Gun not returned to Ilion						

Repair/Replacement Cost Repair/Replacement Date

1/11/12: Mailing ARS & forms. df 1/23/12: Paperwork returned by postal service as "no mail receptacle". I emailed everything to customer. df
7/5/12: Gun not returned to Ilion. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Remington®

January 11, 2012

Charles B. Bachmeier
3441 6th Ave. NE
Northwood, ND 58267
Phone: 701-330-7804

Ref: # 7260, Model 700, Serial # G6875478

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request.

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

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 25581

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

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.**

Service Request Number	Serial Number / Description	Date of Request:	01/11/2012
SR00009297	G6875478	Date Printed:	01/11/2012
	Model 700 RIFLE Caliber: 243		
Customer:		Destination:	
CHARLES BACHMEIER		Arms Services	
3441 6TH AVE NE		14 Hoefler Ave	
NORTHWOOD, ND 58267 US		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

Product Service # 7260

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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

Send your firearm back via a traceable method of shipping to the address below.

Serv

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>>) 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# SR00009297
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service



Fulcher, Dell Marie

From: postmaster@remington.com
To: cmjbach@hotmail.com
Sent: Monday, January 23, 2012 10:52 AM
Subject: Relayed: Charles Bachmeier - Remington Ref# 7260

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

cmjbach@hotmail.com

Subject: Charles Bachmeier - Remington Ref# 7260

7260

Firearms Repair Form For Firearms Department Only

Customer Name: Charles B. Bachmeier
 Address: 3441 6th Ave N.E. (Box 66)
 City: Northwood State: North Dakota Zip code: 58267
 Phone Number: 701-587-5255 County: Grand Forks
 Drivers License or Other ID: BAC - REDACTED
 Customer's Signature: Charles B. Bachmeier

Firearm Make: Remington Model: 700
 Action Type: Bolt Caliber or Gauge: .243 Win
 Serial Number: 66875473

Purchased at: Charles EGF
 Original Tracing ID: _____
 Date of Original Purchase: _____ Trans: _____ Reg: _____

Note Defect or Service Needed: Recalled per Remington

Received Date: DEC 15 2011

CSR: Jim

Response Date: _____

Response/File: _____

Received By:		New Gun ID#	
Transaction #		187 Screen Done	
Register #		Date	
Cashier		Hardcopy Done	
Customer #		Date	
Date		Manager Signature	

7925

Model Number: 700		Serial Number: 66875478	
Name: Charles B. Bachmeier		Date of Purchase: 9-16-2010	
Address (no PO Boxes): 3441 6th Ave. N.E.			
City: Northwood		State: N.D	Zip: 58267
Phone (Daytime): 701-330-7804		Fax:	
E-mail Address: CMJBach@hotmail.com			
Please describe your problem: Gon discharged 2 times with no finger even close to trigger - While slung over Shoulder 500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<input type="checkbox"/> 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. :: 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. :: 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.			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

cmjbach@hotmail.com

ARS LABEL REQUEST FORM

DATE: 01/11/2012	Service Request # SR00009297
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

LABEL INFORMATION

MAIL LABEL TO:

CHARLES BACHMEIER
3441 6TH AVE NE
NORTHWOOD, ND 58267 US
SR00009297

Email:

RETURN ITEM TO:

ILN

Arms Services



4XX596 JAN 11, 2012 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT 10.0 LBS
TRACKING# 1Z4XX5969065781190 ALL CURRENCY USD
REF 1:SR00009297
REF 2:

HANDLING CHARGE 0.00		FRT: 3RD	
SHIPMENT PUB RATE CHARGES:		SVC T/P USD	
DV 0.00	COD 0.00	RS	0.60
DC 0.00	DGD 0.00		
AH 0.00	PR 0.00	ROD	0.00
TOT PUB CHG 10.27		PUB + HANDLING	10.27

ATTN: Product Service

ARS LABEL REQUEST FORM

DATE:	01/23/2012	Service Request #	SR00009297
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	CHARLES BACHMEIER 3441 6TH AVE NE NORTHWOOD, ND 58267 US SR00009297 Email: cmjbach@hotmail.com
RETURN ITEM TO:	ILN Arms Services

4XX598 JAN 23, 2012 ACT WT 10.0 LBS #PK 1
SVC GND COM BL WT 10.0 LBS
TRACKING# 1Z4XX5969066931365 ALL CURRENCY USD
REF 1:SR00009297
REF 2:

HANDLING CHARGE 0.00 FRT: 3RD
SHIPMENT PUB RATE CHARGES: SVC T/P USD
DV 0.00 COD 0.00 RS 1.00
DC 0.00 DGD 0.00
AH 0.00 PR 0.00 ROD 0.00
TOT PUB CHG 11.38 PUB+HANDLING 11.38

ATTN: Product Service
