

Remington Arms Co., Inc.
Product Service
Legal Case #:8177

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
292419	12/11/2012	11/19/2012	12/27/2012	11/17/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Seth	Ray	3592 State Rt 945	Hickory	KY	42051		C 270-705-5524

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI Shot through rt tricep				
PD Shot truck window, wife's car & house	Cause:4038 Could Not Duplicate Concern		Y	Went to ER, no surgery
S Fired with Safe on	Concern:1028 Fired With Safe ON			
C				

11/19/12: Customer called in. He had been using the rifle on 11/17/12 & when he was done, he put the gun in the passenger seat of his truck, he failed to unload it 1st and when he adjusted the gun to fit in the seat on its bipod, it fell to the side & shot him in the right arm through the tricep, the bullet hit the truck window, then hit his wife's car & bullet fragments hit the side of his house. He stated he went to ER for treatment & the wound has to heal from the inside out per Dr. Customer said he has insurance through the VA & isn't sure what the ER bill will be yet. He said that he wants to gun checked out to see what's going on & wants it safe. He said he bought the gun new just recently. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	85435	G7169354	CG	4/19/2012 8:36:32 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	DICK S SPORTING GOODS		Y			

CONCERN:DISCHARGED WITH SAFETY ON

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
To restore confidence - replace TA, clean & test						

Repair/Replacement Cost	Repair/Replacement Date
\$50	

11/19/12: Mailing ARS & forms. Box order# 1406611. df 11/27/12: Customer called. Box was delivered but was torn up. New box order # 1409782. df 12/27/12: Left VM for customer w/report info. As goodwill gesture & to restore confidence in rifle - I will have Ilion replace the TA, clean & test. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/12/2012
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	
	Description		26" 308 WIN HB
	Date Code		CG

Barrel	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	BINDS
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Not Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	3.5#
	Pull	---Select---	
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Remington®

8177

November 19, 2012

COPY

264
CG 4/17
3.5#
1011

Seth Ray
3592 State Rt 945
Hickory, KY 42051
Phone: 270-705-5524

Ref: # 8177, Model 700, Serial # G7169354

Dear Mr. Ray,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. 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 hope that this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 336-548-8686
Fax: 336-548-7883

Serial
Number:

G7169354

Model: 700



RE00292419

RECEIVED
DEC 13 2012

BY:.....

Print

Reset

Model Number: 700		Serial Number: G7169354	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: SETH N RAY		Date of Purchase: 10-01-2012	
Address (no PO Boxes): 3592 START 945			
City: Hickory		State: KY	Zip: 42051
Phone (Daytime): (270) 705-5524		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) moparRay2147@yahoo.com			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: Firearm discharge with safety on and trigger did NOT get pulled AND I was shot in the arm on 11-17-2012			
500 characters left			
Ammunition Information:			
Manufacturer: LAPUA / and REMINGTON		Type: Scenar / Corelock	
Other (i.e. bullet weight/type, shot size, powder): 155 / 150			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Have Not cleaned Bore
After injury

Brand of cleaning solution used: Rem oil
How often do you clean the bore? (Months or Number of rounds) Only 95 rounds After done Firing For day Once a month on any the fire
How often do you clean the action? (Months or Number of rounds) I wipe down the bolt when cleaning
How often do you clean the trigger assembly? (Months or Number of rounds) have not taken gun down that far yet
Brand of lubricant used: Rem oil
How often do you lubricate the bore? (Months or Number of rounds) when cleaned
How often do you lubricate the action? (Months or Number of rounds) when cleaned
How often do you lubricate the trigger assembly? (Months or Number of rounds) when cleaning
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? has not yet
What were the services performed?)
Ship your INSURED firearm by either UPS or Parcel Post to:
<p><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.</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,</p> <p>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>:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

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Remoil

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.

ARS LABEL REQUEST FORM

DATE:	11/19/2012	Service Request #	SR00035484
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:

SETH RAY
3592 STATE RT 945
HICKORY, KY 42051 US
SR00035484

Email:

RETURN ITEM TO:

ILN

Arms Services

4XX696 NOV 19, 2012 ACT WT 10.0 LBS #PK 1
SVC GNDCOM BL WT 10.0 LBS
TRACKING# 1Z4XX6969067079063 ALL CURRENCY USD
REF 1:SR00035484
REF 2:

HC 0.00	CNS 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:		SVC T/P USD
DV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	
AH 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 10.31		PUB+HANDLING 10.31

ATTN: Product Service









