

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7213

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
256834	2/2/2012	1/4/2012	2/3/2012	1/2/2012			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jay	Barrington	7019 Wyoma Tr.	Spring	TX	77379		C 281-923-1669 E.jay.barrington@mustangeng.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot a hole in friend's house	Cause:4038 Could Not Duplicate Concern		Unknown
S		Concern:1007 Fired on Safe Release		
C	FSR			

1/4/12: Customer called in. He stated that he had a FSR & shot a hole in his friend's house. No injury. He feels that we should cover the house damage, cost to repair rifle, & the cost to have the scope re-installed & re-sighted. He feels we have a manufacturer's defect. He requested the bolt lock modification info from our website mailed to him. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6779608	PV	6/14/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	KEI K MART NEWNAN GA	TWO PIECE BASE	N			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$66					

1/6/12: Mailing ARS & forms. Box order# 1293793. df 2/20/12: Per Ilion - Could not duplicate concern. Spoke w/customer & he agreed to having BLM done, replace TA, clean & test fire @ n/c - goodwill gesture. He did not ask us to pay for house repair or scope installation. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/3/2012
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		PV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		M/700 BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Sub-Assembly	Non-ISS	
	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY.SEAR WORKS SLUGGISH
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

7213

COPY

22 11  
PVI/71  
6#  
1010

January 4, 2012

Jay Barrington  
7019 Wyoma Tr  
Spring, TX 77379  
Phone: 281-923-1669

Ref: # 7213, Model 700, Serial # A6779608

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:

A6779608

Model: 700



RE00256834

RECEIVED  
FEB 09 2012  
BY: \_\_\_\_\_

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)

PS 26860

Model Number: <u>700 BDL</u>		Serial Number: <u>A 6779608</u>	
Name: <u>JAY BARRINGTON</u>		Date of Purchase: <u></u>	
Address (no PO Boxes): <u>7019 WYOMA TRAIL</u>			
City: <u>SPRING</u>		State: <u>TX</u>	Zip: <u>77329</u>
Phone (Daytime): <u>281 923 1669</u>		Fax: <u></u>	
E-mail Address: <u>JAY.BARRINGTON@MUSTANGENK.COM</u>			
Please describe your problem:  <u>RIFLE DISCHARGED UPON RELEASE OF THE SAFETY MECHANISM, WANT BOLT LOCK REMOVED.</u>			
<div>500 characters left</div>			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<input type="checkbox"/> <b>WARNING:</b> DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. <b>THIS IS A VIOLATION OF FEDERAL LAW.</b> 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.			
<div>Print</div>		<div>Reset</div>	

# 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> SR00008803	<b>Serial Number / Description</b> A6779608 Model 700 Center Fire Caliber: 3006	<b>Date of Request:</b> 01/06/2012 <b>Date Printed:</b> 01/06/2012
<b>Customer:</b> JAY BARRINGTON 7019 WYOMA TR SPRING, TX 77379 US	<b>Destination:</b> Arms Services 14 Hoefler 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**  
Product Service # 7213 - FSR

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

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

## ARS LABEL REQUEST FORM

<b>DATE:</b> 01/06/2012	<b>Service Request #</b> SR00008803
<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>	JAY BARRINGTON 7019 WYOMA TR SPRING, TX 77379 US SR00008803  Email:
<b>RETURN ITEM TO:</b>	ILN Arms Services



4XX598 JAN 6, 2012 AGT WT 10.0 LBS #PK 1  
 SVC GND COM BL WT 10.0 LBS  
 TRACKING# 1Z4XX5989085018589 ALL CURRENCY USD  
 REF 1:SR00008803  
 REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	RS 0.50
DC 0.00	OGD 0.00
AH 0.00	PR 0.00
TOT PUB CHG 10.27	ROD 0.00
	PUB+HANDLING 10.27

<b>ATTN: Product Service</b>
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