

Remington Arms Co., Inc.
Product Service
Legal Case #:7451

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
262263	3/16/2012	2/29/2012	3/26/2012	2/28/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kent	Bond	10891 Bremen Rd.	Logan	OH	43138		H 740-385-1741

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				

PI

PD Shot hole in kitchen table & sliding glass door

Cause:4015 Improper Maintenance

Unknown

S FBC

Concern:1008 Fired on Bolt Closing

C

2/29/12: Customer called in. He said he had a FBC with rifle in 2/28/12 while unloading gun inside his home. He shot a hole in his kitchen table & through the sliding glass door. He said he repaired the damage - he did not ask us to compensate for the repairs. He said he has owned the gun for about 15 years. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25932	C6822215	WN	8/11/1993
Date Purchased	Where Purchased	Accessories	Original Owner			
	GRICE WHOLESALE		N			

CONCERN:FBC

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
Replace TA, clean & test fire @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$63					

2/29/12: Mailing ARS & forms. Sending rifle box from Madison office. df 3/26/12: I spoke w/customer. We agreed to replacing TA, clean & test fire at n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B..TRAVIS
	Exam Date		3/19/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		22" 270 WIN
	Date Code		WN
	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	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Not 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---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY.SEAR BINDS ON SIDEPLATES.WILL FOLLOW DOWN
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

-2211
WN8/9
54
1007

7451

COPY

February 29, 2012

Kent Bond
10891 Bremen Rd.
Logan, OH 43138
Phone: 740-385-1741

Ref: # 7451, Model 700, Serial # C6822215

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

NUMBER

C6822215

Model: 700



RE00262263

RECEIVED
MAR 21 2012

BY:.....

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

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.**

Service Request Number SR00014154	Serial Number / Description C6822215 Model 700 RIFLE Caliber: 270	Date of Request: 02/29/2012 Date Printed: 02/29/2012
Customer: KENT BOND 10891 BREMEN RD. LOGAN, OH 43138 US Email:	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US 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 # 7451

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: 1.00
Est Sales Tax: .00

PS 27003

ARS LABEL REQUEST FORM

DATE: 02/29/2012	Service Request # SR00014154
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
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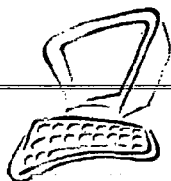
LABEL INFORMATION

MAIL LABEL TO:	KENT BOND 10891 BREMEN RD. LOGAN, OH 43138 US SR00014154 Email:
RETURN ITEM TO:	ILN Arms Services

4XX696 FEB 29, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX6969065451233 ALL CURRENCY USD
 REF 1:SR00014154
 REF 2:

HANDLING CHARGE 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 9.65	PUB+HANDLING 9.65

ATTN: Product Service



ShipRequest™



Ship To: KENT
Company: BOND
Address 1: 10891 BREMEN RD.
Address 2:
Address 3:
City: LOGAN
State/Province: Ohio
ZIP/Postal Code: 43138
Country: United States
email:
Phone:
Account: 230145
Package Type: Package
Address Type: Residential
Deliver By: Mon, March 5, 2012 *AS*
Package ID: 3112

Special Instructions:

Sender Name: Dell Marie Fulcher
email: dell.fulcher@remington.com
Prepared By: Dell Fulcher
Phone: 336-548-8686

Acct # : 230145
Cust # : ODL0000006217
Zip/Zone: 43138 / 3
Trk # : 124XX5960300025863
Pkg ID #: 3112
Service : UPS Ground

Date: 03-01-12

1 lb 8.6 oz

Base :\$	6.22
Spc S:\$	2.00
Addl :\$	0.00
Total \$	8.22



