

Remington Arms Co., Inc.
Product Service
Legal Case #:7602

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
266695	5/7/2012	4/19/2012	5/8/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Steve	Dann	238 Amherst Ln.	Fairfield Glade	TN	38558		H 931-456-9642 E sdann@citlink.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S FBC	Concern:1008 Fired on Bolt Closing			
C				

Customer spoke to Danny Evans at NRA Show. Customer stated he had FBC. No report of damage or injury. Per Danny Evans - please do repair work at no charge - goodwill gesture. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	6762206	OY	7/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
	FARWELLOZUM KIRK ST PUL MINN	SCOPE BASE	U			

4/27/12: Per Danny Evans - do repair work @ no charge - goodwill gesture. df

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						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

4/19/12 @ 10:52am - Called cust. Left VM to call me. 4/20/12: Customer didn't call back. Mailed ARS & forms. df 5/15/12: Per Ilion - Could not duplicate concern. TA dirty. Replace TA, clean & test fire @ n/c per Danny Evans - goodwill. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		5/8/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		OY
	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	
	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---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

Remington®

22"
04/7-7
5#
.011

7602

April 20, 2012

Steve Dann
238 Amherst Ln.
Fairfield Glade, TN 38558
Phone: 931-456-9642

Ref: # 7602, Model 700

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our facility 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

RECEIVED
MAY 15 2012

Number:

6762206

Model: 700



RE00266695

could not duplicate ^{BY}.....
T.A. dirty. Replace TPA, clean
rest at N/C Per D.E. Good with

#260974

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

PS 27430

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 SR00018012
Serial Number / Description 6762206
Model 700 Center Fire Caliber: 270 LH
Date of Request: 04/20/2012
Date Printed: 04/20/2012
Customer: STEVE DANN
238 AMHERST LN.
FAIRFIELD GLADE, TN 38558 US
Destination: Arms Services
14 Hoefler Ave
Ilion, NY 13357 US
Email: sdann@CITLINK.NET

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.

FIRE'S WHEN SAFETY MOVED TO OFF WHEN OPENING BOLT TO UNLOAD. PER DANNY EVANS - REPAIR & REPLACE W/ X-MARK PRO TRIGGER AT NO CHARGE

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Product Service # 7602

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

Model Number: 700 BDL - 270 WIN - LH		Serial Number: 6762206	
Name: STEVE DANN		Date of Purchase:	
Address (no PO Boxes): 238 AMHERST LANE			
City: FAIRFIELD GLADE		State: TN	Zip: 38558
Phone (Daytime): 931-456-9642		Fax:	
E-mail Address: sdann@citlink.net			
Please describe your problem:			
FIRES WHEN SAFETY MOVED TO OFF WHEN OPENING BOLT TO UNLOAD. PER DANNY EVANS REPAIR & REPLACE W/ X-MARK PRO TRIGGER AT AID CHARGE.			
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.			
Print		Reset	

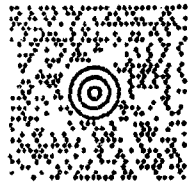
STEVE DUNN
238 AMHERST LN.
FAIRFIELD GLADE TN 38558

10 LBS

1 OF 1

RS

SHIP TO:
PRODUCT SERVICE
ARMS SERVICES
14 HOEFLER AVE
ILION NY 13357

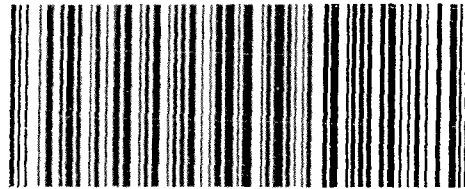


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6552 3021



BILLING: 3RD PARTY
DESC: Firearms
RETURN SERVICE

REF 1:SR00018012

WS 12.0.17

LP2044 24.0A 01/2012



SEE NOTICE ON REVERSE regarding UPS Terms and notice of limitation of liability. Where allowed by law, shipper authorizes UPS to act as forwarding agent for export control and customs purposes. It is agreed that the shipper certifies that the merchandise, including or otherwise, was exported from the US in accordance with the Export Administration Regulations. Division creating to law's compliance.

ARS LABEL REQUEST FORM

DATE: 04/20/2012	Service Request # SR00018012
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:

STEVE DUNN
238 AMHERST LN.
FAIRFIELD GLADE, TN 38558 US
SR00018012

Email:

RETURN ITEM TO:

ILN
Arms Services



4XXS96 APR 20, 2012 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065523021
REF 1: SR00018012
REF 2:

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG:

DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 0.50
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 10.31	PUB+HANDLING	SP 0.00
		10.31

ATTN: Product Service

