

Remington Arms Co., Inc.
Product Service
Legal Case #:8040

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
286498	10/22/2012	10/15/2012	10/23/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Ellett Bros	Michael	Davis	Ellett Bros	267 Columbia Ave	Chapin	SC	29036	W 803-345-3751 x 2391 E michael.davis@ellett.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired on safety release	Concern:1007 Fired on Safe Release	Unknown	
C				

10/15/12 Per call from J. Trull, Matt Breeding, Rem Rep, received information from Davis at Ellett Bros that a 700 had fired on safety release. I called Davis and it was his cousin, an 8 yr old, that was shooting the 700 when it fired on safety release. No injury.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27476	E6352941	AR	3/18/1997
Date Purchased	Where Purchased	Accessories	Original Owner			
	FABER BROS INC	TWO PIECE BASE,RINGS	N			

inherited from grandfather 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
Per Ilion, replace TPA, clean, test at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

10/15/12 Emailing ARS to Davis.cm 10/26/12 Per Ilion, could not duplicate concern. Trigger assm dirty and some rusting. Can offer to replace TPA, clean, test at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/23/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		AR
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	---Select---	

Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Not Functioning	BINDS
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; Functioning	SOME RUSTING ON METAL
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,RINGS

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #8040

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.**

2211
AR3/9
45
1014

Service Request Number SR00031871
Serial Number / Description E6352941

Date of Request: 10/15/2012
Date Printed: 10/15/2012

Customer:
ELLETT BROS
MICHAEL DAVIS
267 COLUMBLA AVE
CHAPIN, SC 29036 US
Email: michael.davis@ellett.com

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
Prod Serv #8040

Serial Number:

E6352941

Model: 700



RE00286498

Qty Needed	Warranty	Price	Disc	Amount
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RECEIVED
OCT 25 2012

BY:

could not duplicate concern
T.A. dirty & some rusting. can
offer to replace TPA, c bar + rest
at 1/2 normal cost.
Q

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
Grand Total:	\$.00

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #8040

Parts and Repairs: P:800-243-9700/F:336-548-7801

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Customer: ELLETT BROS MICHAEL DAVIS 267 COLUMBIA AVE CHAPIN, SC 29036 US Email: michaeldavis@ellett.com	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:																																									
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Please send your firearm back via a traceable method of shipping to the address below.

This 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# SR00031871
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Prod Serv #8040



ARS LABEL REQUEST FORM

DATE:	10/15/2012	Service Request #	SR00031871
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelcs email address:		

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

ELLETT BROS
MICHAEL DAVIS
267 COLUMBIA AVE
SR00031871
CHAPIN, SC 29036 US
Email: michael.davis@ellett.com

RETURN ITEM TO:

ILN

Arms Services



4XX596 OCT 15, 2012 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067761298
REF 1: SR00031871
REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD
DV 0.00	COD 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.72	PUB+HANDLING	10.72

ATTN: Prod Serv #8040





