

Remington Arms Co., Inc.
Product Service
Legal Case #:7791

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
275978	7/26/2012	7/16/2012	7/27/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Wesley	Fox	1705 Hetzel Ln.	Cookeville	TN	38501		C 931-319-2398 E wjfox42@students.tntech.edu

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S FBC	Concern:1008	Fired on Bolt Closing	Unknown	
C				

7/16/12: Customer called in. The firearm was given to him by a relative. He stated he had a FBC w/rifle in January 2012. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WIN MA	25807	C6540145	KK	5/10/1990
Date Purchased	Where Purchased	Accessories	Original Owner			
	HARDWARE WHLSE		N			

CONCERN: FSR, DELAYED FIRING

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 - Quote to repair at a discount						

Repair/Replacement Cost Repair/Replacement Date

7/16/12: Sending ARS, forms & box from Madison office. df 8/7/12: Per Ilion - TA is contaminated w/a partially dried & sticky lube residue causing parts to work sluggish. Replace TA, clean & test at 1/2 normal cost - quote. Customer asked CSR to mail the quote & they would pay by check. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		7/27/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		24" 300 WIN MAG
	Date Code		KK
	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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	DIRTY
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY,PARTS WORK SLUGGISH. WILL FOLLOW DOWN
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

7791

COPY

244
1CK5/90
5#
.012

July 16, 2012

Wesley Fox
1705 Hetzel Ln.
Cookeville, TN 38501
Phone: 931-319-2398

Ref: # 7791, Model 700, Serial # C6540145

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

Serial
Number:

C6540145

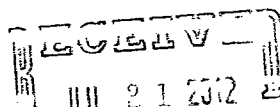
Model: 700



RE00275978

T.A. is contaminated w/ a part.
dried + sticky lube residue causing
parts to work sluggish. Replace
TPA, clean + test at 1/2 normal
load.

Q



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

Model Number: 700		Serial Number: C6540145	
Name: Wesley Fox		Date of Purchase: Gift not purchased	
Address (no PO Boxes): 1705 Hetzel Lane			
City: Cookeville	State: TN	Zip: 38501	
Phone (Daytime): 931-319-2348		Fax:	
E-mail Address: wjfox42@students.intech.edu			
Please describe your problem: <div> <p>I was sitting in this rifle for the first after receiving it as a Xmas gift when I put a shell in it, opened the bolt and loaded 1 shell in chamber. Then took safety off and pulled trigger, the gun didn't fire immediately, about a 2 sec. delay then fired. so I pulled that shell out after firing and loaded the second shell and before I closed the bolt the gun fired without me pulling the trigger! Scary!</p> </div> <div>500 characters left</div>			
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	

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 SR00024283	Serial Number / Description C6540145 Model 700 RIFLE Caliber: 300	Date of Request: 07/17/2012 Date Printed: 07/17/2012
Customer: WESLEY FOX 1705 HETZEL LN. COOKEVILLE, TN 38501 US	Destination: 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 # 7791

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

DATE:	07/17/2012	Service Request #	SR00024283
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:	WESLEY FOX 1705 HETZEL LN. COOKEVILLE, TN 38501 US SR00024283 Email:
RETURN ITEM TO:	ILN Arms Services

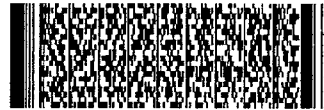
4XX696 JUL 17, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 124XX6969066146787 ALL CURRENCY USD
 REF 1:SR00024283
 REF 2:

 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



ShipRequest™



Ship To: Wesley Fox
Company:
Address 1: 1705 Hetzel Ln.
Address 2:
Address 3:
City: Cookeville
State/Province: Tennessee
ZIP/Postal Code: 38501
Country: United States
email:
Phone:
Account: 230145
Package Type: Package
Address Type: Residential
Deliver By: Fri, July 20, 2012
Package ID: 8860

Special Instructions:

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

Acct #	: 230145	Date: 07-17-12	1 lb 9.2 oz	Base :\$	6.74
Cust #	: 0DL0000008689			Spc S:\$	0.00
Zip/Zone	: 38501 / 4			Addl :\$	0.00
Trk #	: 174XX5960300037172				
Pkg ID #	: 8860			Total \$	6.74
Service	: UPS Ground				



