

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7215

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
255926	1/25/2012	1/4/2012	1/26/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Willard	Hafer	2507 May Ln.	La Grande	OR	97850		H 541-963-4481 E bhafer69@hotmail.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C	FBC			

1/4/12: Customer called in. He bought gun used. He stated his son had a FBC late last year while using. No damage or injury reported. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6632983	CX	4/1/1973
Date Purchased	Where Purchased	Accessories	Original Owner			
	O ROBBINS PITTSBURGH PA		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
Per Ilion - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29					

1/8/12: Mailing ARS & forms. Box order# 1293973. df 1/30/12: Per Ilion - TA set screws altered. Trigger not returning properly. Replace TA, clean & test under BLM - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/26/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4006	Altered Adjustments or Components	
Barrel	Description		22" 3006 SPRG
	Date Code		CX
	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	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	3#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

7215

COPY

22"  
C x 4/7  
3#  
.007

January 4, 2012

Willard Hafer  
2507 May Ln.  
La Grande, OR 97850  
Phone: 541-963-4481

Ref: # 7215, Model 700, Serial # 6632983

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: 6632983

Model: 700



RE00255926

T.A. set screws altered. Trig.  
not returning prop. replace  
T/A, clean test under BLP  
for \$20. + scale

RECEIVED  
JAN 30 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)

Willard Naper  
2507 May Ln  
LaGrande, OR 97850

Dear Sir -

During hunting season this year, this rifle discharged upon closing the bolt. If you find a trigger problem or not, I would feel more comfortable if you would replace it with the new trigger-safety situation like the newer models, which can be opened and closed with the safety on.

Please advise of options and cost.

Sincerely,

Willard Naper

541-963-4481

<b>Model Number:</b> Model 700		<b>Serial Number:</b> 6632983	
<b>Name:</b> Willard Hafer		<b>Date of Purchase:</b> Oct 1, 2011 used	
<b>Address (no PO Boxes):</b> 2507 May Lane			
<b>City:</b> LaGrande		<b>State:</b> OR	<b>Zip:</b> 97850
<b>Phone</b> (Daytime): 541 963-4481		<b>Fax:</b>	
<b>E-mail Address:</b> bhhafer69@hotmail.com			
<b>Please describe your problem:</b>			
<div><del>Discharged during belt test</del> Discharged upon closing the Belt</div> <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: 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.</b>			
:: 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.			
<input type="button" value="Print"/>		<input type="button" value="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](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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

<b>Service Request Number</b> SR00008865	<b>Serial Number / Description</b> 6632983 Model 700 Center Fire Caliber: 3006	<b>Date of Request:</b> 01/08/2012 <b>Date Printed:</b> 01/08/2012
<b>Customer:</b> WILLARD HAFER 2507 MAY LN LA GRANDE, OR 97850 US  Email:	<b>Destination:</b> Arms Services 14 Hoefer 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 # 7215 - FBC

## Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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

## ARS LABEL REQUEST FORM

DATE: 01/08/2012	Service Request # SR00008865
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: 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>	WILLARD HAVER 2507 MAY LN LA GRANDE, OR 97850 US SR00008865  Email:
<b>RETURN ITEM TO:</b>	ILN Arms Services



4XX696 JAN 9, 2012 ACT WT 10.0 LBS #PK 1  
 SVC GND COM BL WT 10.0 LBS  
 TRACKING# 1Z4XX6968065021691 ALL CURRENCY USD  
 REF 1:SR00008865  
 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	
AH 0.00	ROD 0.00
TOT PUB CHG 12.74	PUB+HANDLING 12.74

**ATTN: Product Service**







