

Remington Arms Co., Inc.
Product Service
Legal Case #:6998

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
252069	12/30/2011	12/6/2011	1/3/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kendall	Hall	224 Park View Ave	Wadena	MN	56482		H 218-371-1437

Incident Information

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

12/6/11 Per call from Hall, his rifle has fired when the safety was released.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	E6437145	AS	3/30/1998
Date Purchased	Where Purchased	Accessories	Original Owner			
	POINT SPORTING GOODS CO		Y			

CONCERN: FSR

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, replace TPA, clean, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

12/6/11 Mailing ARS and box.cm Per Ilion, could not duplicate concern. Trigger assm dirty and rusty. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/3/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		AS
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	SLUGGISH
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	
	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	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

Remington®

224
AS3/98
5#
1012

6998

December 6, 2011

Kendall Hall
224 Park View Ave
Wadena, MN 56482

Subject: Case # 6998, Model 700, SR# 5854

Dear Mr. Hall,

Please include a copy of this letter with the firearm as well as the Service Request form.
The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Please mark the small ends of the box "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
JAN - 4 2012

BY:.....

Product
Number:

E6437145

Model: 700



RE00252069

could not duplicate concern.
T.A. dirty & rusty. CAN often
to replace TPA, clean & test
fire AT 1/2 normal cost

Quote

Remington Arms Company, Inc. • 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 #6998

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	Serial Number / Description	Date of Request:	12/06/2011
SR00005854		Date Printed:	12/06/2011
Customer: KENDALL HALL 224 PARK VIEW AVE WADENA, MN 56482 US		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email: Christy		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

Fired on safety release.cm

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

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number:	700	Serial Number:	EG437145
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: KENDALL HALL		Date of Purchase: 6-- 1998	
Address (no PO Boxes): 224 PARKVIEW AVE SE			
City: WADSWORTH	State: MN	Zip: 56482	
Phone (Daytime): 218 371 1437		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address:			
<input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
NOV 6 th 2011 MODEL 700 LOADED & ON SAFE. WE WENT TO MOVE SAFE TO FIRE POSITION AND THE GUN FIRED BY ITS SELF - WITH OUT TOUCHING THE TRIGGER			
500 characters left			
Ammunition Information:			
Manufacturer: REMINGTON		Type: EXPRESS. COPE LOCK	
Other (i.e. bullet weight/type, shot size, powder): 100 GRAIN BULLET			
Handload Information: N/A			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used: _____

How often do you clean the bore? (Months or Number of rounds) NEVER

How often do you clean the action? (Months or Number of rounds) 12 months

How often do you clean the trigger assembly? (Months or Number of rounds) SAME

Brand of lubricant used: 3 IN ONE OR EQUIVALENT

How often do you lubricate the bore? (Months or Number of rounds) 12 months

How often do you lubricate the action? (Months or Number of rounds) 12 months

How often do you lubricate the trigger assembly? (Months or Number of rounds) 12 months

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☒ NO

When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? _____

What were the services performed? _____

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Ilion, NY 13357

⚠ 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.
- :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.

ARS LABEL REQUEST FORM

DATE: 12/06/2011	Service Request # SR00005854
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	email address: Christy.Mitchell@remington.com

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	KENDALL HALL 224 PARK VIEW AVE WADENA, MN 56482 US SR00005854 Email: Christy
RETURN ITEM TO:	ILN Arms Services



4XX598 DEC 6, 2011 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969066413915 ALL CURRENCY USD
 REF 1:SR00005854
 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 9.61	PUB + HANDLING 9.61

ATTN: Product Service #6998



ShipRequest™



Ship To: Kendall Hall
Company:
Address 1: 224 Park View Ave
Address 2:
Address 3:
City: Wadena
State/Province: New Mexico
ZIP/Postal Code: 56482
Country: United States
email:
Phone:
Account: 230145
Package Type: Package
Address Type: Commercial
Deliver By: Fri, December 9, 2011
Package ID: 8800

Special Instructions:

Sender Name: Christy Mitchell
email: Christy.Mitchell@remington.com
Prepared By:
Phone:

Date: 12-07-11 1 lb 9 oz

Base \$	6.34
Spc S \$	1.70
Addl \$	0.00
Total \$	8.04

Acct # : 230145
Cust # : 0DL00000004618
Zip/Zone: 56482 / 5
Trk # : 1Z4XX5960300019405
Pkg ID #: 8800
Service : UPS Ground





