

Remington Arms Co., Inc.
Product Service
Legal Case #:8054

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
287490	10/29/2012	10/30/2012	10/30/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ted	Hardebeck	4902 Lake Forest Dr.	Papillion	NE	68133		H 402-292-6974

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S FBO	Concern:1020 Fired on Bolt Opening			
C				

10/12/12: Customer called in. He stated his son was using the rifle & had a FBO. No damage, No injury. Customer wants BLM done. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6598895	RW	11/1/1972
Date Purchased	Where Purchased	Accessories	Original Owner			
	H P H SPT GDS AMARILLO TX		Y			

CONCERN: FBO

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 under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$29					

10/12/12: Sending box, ARS & forms from Madison office. df 10/31/12: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test under BLM - quote. Customer apprvd & paid quote on 10/30/12. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/30/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		RW
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.007
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	SEAR WORKS A LITTLE SLUGGISH
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

8054

October 12, 2012

COPY

21
RW 11/72
45#
007

Ted Hardebeck
4902 Lake Forest Dr.
Papillion, NE 68133
Phone: 402-292-6974

Ref: # 8054, Model 700, Serial # 6598895

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: 336-548-8686
Fax: 336-548-7872

RECEIVED
OCT 31 2012

BY:

Serial
Number:

6598895

Model: 700



RE00287490

could not dep. concern
can often to replace TPA,
clear test under BCP
Con 820 +

Q

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number	Serial Number / Description	Date of Request:	10/17/2012
SR00032147	6598895	Date Printed:	10/17/2012
Model 700 Center Fire Caliber: 3006			
Customer:		Destination:	
TED HARDEBECK		Arms Services	
4902 LAKE FOREST DR.		14 Hoefler Ave	
PAPILLION, NE 68133 US		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 # 8054

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: 10/17/2012	Service Request # SR00032147
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
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LABEL INFORMATION

MAIL LABEL TO:	TED HARDEBECK 4902 LAKE FOREST DR. PAPILLION, NE 68133 US SR00032147 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 OCT 17, 2012 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067637655
 REF 1:SR00032147
 REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRGs:		
DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DCD 0.00	RS 0.50
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 10.78	PUB+HANDLING	10.78

ATTN: Product Service



ShipRequest™



Ship To: TED HARDEBECK
Company:
Address 1: 4902 LAKE FOREST DR.
Address 2:
Address 3:
City: PAPILLION
State/Province: Nebraska
ZIP/Postal Code: 68133
Country: United States
email:
Phone: 402-292-6974
Account: 230145
Package Type: Package
Address Type: Residential
Deliver By: Sat, October 20, 2012
Package ID: 8852

Special Instructions:

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

Acct # : 230145 Date: 10-18-12 1 lb 9.5 oz
Cust # : 0DL0000010225
Zip/Zone: 68133 / 5
Trk # : 124XX5960300043496
Pkg ID #: 8852
Service : UPS Ground

Base :\$	6.88
Spc S:\$	0.00
Addl :\$	0.00
Total \$	6.88





