

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7445

## Case Information

| RE#    | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 261432 | 3/12/2012   | 2/28/2012       | 3/13/2012   |               |         |     |          |

## Customer Information

| Type     | Business | First Name | Last Name | Street             | City    | State | Zip   | Age | Contact                                  |
|----------|----------|------------|-----------|--------------------|---------|-------|-------|-----|------------------------------------------|
| Incident |          | Johnny     | Jackson   | 3104 Plainview Rd. | Ardmore | OK    | 73401 |     | C 580-220-7794<br>E johnnyj@cableone.net |

## Incident Information

| Claims | Codes                              | Repair Est. | Medical Treatment | Medical Status |
|--------|------------------------------------|-------------|-------------------|----------------|
| PI     |                                    |             |                   |                |
| PD     | Cause:4015 Improper Maintenance    |             | Unknown           |                |
| S FSR  | Concern:1007 Fired on Safe Release |             |                   |                |
| C      |                                    |             |                   |                |

2/28/12: Customer called in. He said that he had a FSR at the end of Dec. 2011. No damage or injury. He wants the bolt lock modification done. df

## Firearm Information

| Mfg.           | Type               | Model/Ga.      | SKU            | Serial   | Bbl. | DOM       |
|----------------|--------------------|----------------|----------------|----------|------|-----------|
| Remington      | CF/BA              | 700/3006 SPRG  | n/a            | A6351367 | DI   | 9/15/1976 |
| Date Purchased | Where Purchased    | Accessories    | Original Owner |          |      |           |
|                | WALMART ARDMORE OK | TWO PIECE BASE | N              |          |      |           |

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 - Quote to repair under BLM |                         |                         |               |                 |                |               |
|                                       | Repair/Replacement Cost | Repair/Replacement Date |               |                 |                |               |
|                                       | \$29                    |                         |               |                 |                |               |

2/28/12: Mailing ARS & forms. Box order# 1316835. df 3/14/12: Per Ilion - Could not duplicate concern. TA very dirty & rusty. Replace TA, clean & test fire under BLM - quote. df 3/23/12: No response on quote so I called cust. He mailed payment to us on 3/20. df

## Examination[Remington/CF/BA]

| Part        | Sub-Part     | Code | Comment   |
|-------------|--------------|------|-----------|
| Examination | Examiner     |      | B.TRAVIS  |
|             | Exam Date    |      | 3/13/2012 |
|             | Product Type |      | RF        |
|             | Action Type  |      | A         |
|             | Assigned To  |      | T.NAGLE   |

|                          |                        |                            |                        |
|--------------------------|------------------------|----------------------------|------------------------|
| Cause                    | 4015                   | Improper Maintenance       |                        |
| Barrel                   | Description            |                            | 22" 3006 SPRG          |
|                          | Date Code              |                            | DI                     |
|                          | 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 | ACTION VERY DIRTY      |
|                          | 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---               | .008                   |
|                          | Notch                  | Slightly Worn; Functioning |                        |
|                          | Tests                  | Test Fired                 | False                  |
| Feeding Test             |                        | False                      |                        |
| Trigger                  | Condition              | Slightly Worn; Functioning | VERY DIRTY,RUSTY       |
|                          | Pull                   | ---Select---               | 6.5#                   |
|                          | Altered                | False                      |                        |
|                          | Sub-Assembly           | M/700 Bolt Lock            |                        |
| Non-Remington Components | Description            |                            | TWO PIECE BASE         |

224  
DI 9/70  
6.5#  
008

COPY

7445

February 28, 2012

Johnny Jackson  
3104 Plainview Rd.  
Ardmore, OK 73401  
Phone: 580-220-7794

Ref: # 7445, Model 700, Serial # A6351367

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

could not dup. concern  
T.A. very dirty + rusty.  
replace TPA, clean + test  
under BLP for \$20. +

Quote

RECEIVED  
MAR 14 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)

Number:

A6351367

Model: 700



RE00261432

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                      |                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------------------|-------------------|
| Model Number:<br><u>700</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | Serial Number:<br><u>A6351367</u>    |                   |
| Name: <u>Johnny D Jackson</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  | Date of Purchase:<br><u>1978</u>     |                   |
| Address (no PO Boxes):<br><u>3104 PLAINVIEW Road</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                      |                   |
| City: <u>ARDMORE</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  | State: <u>OK</u>                     | Zip: <u>73401</u> |
| Phone<br>(Daytime): <u>580 220 7794</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  | Fax: <u></u>                         |                   |
| E-mail Address: <u>JohnnyJ@CABLEONE.net</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                      |                   |
| Please describe your problem:<br><div style="border: 1px solid black; padding: 10px; min-height: 150px;"><u>The GUN Fires when GOING FROM SAFETY TO FIRE without Touching The Trigger</u></div> <div style="text-align: right;">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:</b> DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. <b>THIS IS A VIOLATION OF FEDERAL LAW.</b> 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.<br><br>:: Record the serial number of your firearm before sending it.<br>:: 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.)<br>:: Remove all accessories from your firearm to prevent loss or damage.<br>:: 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><br>SR00014008                                      | <b>Serial Number / Description</b><br>A6351367<br>Model 700 Center Fire Caliber: 3006 | <b>Date of Request:</b> 02/28/2012<br><b>Date Printed:</b> 02/28/2012 |
| <b>Customer:</b><br>JOHNNY JACKSON<br>3104 PLAINVIEW RD.<br>ARDMORE, OK 73401 US | <b>Destination:</b><br>Arms Services<br>14 Hoefler Ave<br>Ilion, NY 13357 US          |                                                                       |
| <b>Email:</b>                                                                    | <b>Email:</b>                                                                         |                                                                       |

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 # 7445

## Parts And Service Details

| Material | Type | Description | Qty<br>Needed | Warranty | Price | Disc | Amount |
|----------|------|-------------|---------------|----------|-------|------|--------|
|----------|------|-------------|---------------|----------|-------|------|--------|

HIS 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:         | 02/28/2012 | Service Request #   | SR00014008        |
| 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:

JOHNNY JACKSON  
3104 PLAINVIEW RD.  
ARDMORE, OK 73401 US  
SR00014008

Email:

### RETURN ITEM TO:

ILN

Arms Services

4XX598 FEB 28, 2012 ACT WT 10.0 LBS #PK 1  
SVC GNDCOM BL WT 10.0 LBS  
TRACKING# 1Z4XX5969066744069 ALL CURRENCY USD  
REF 1:SR00014008  
REF 2:

|                            |                    |
|----------------------------|--------------------|
| HANDLING CHARGE 0.00       | FRT: 3RD           |
| SHIPMENT PUB RATE CHARGES: | SVC T/P USD        |
| DV 0.00                    | COD 0.00           |
| DC 0.00                    | DGD 0.00           |
| AH 0.00                    | PR 0.00            |
| TOT PUB CHG 10.88          | PUB+HANDLING 10.88 |

ATTN: Product Service











