

Remington Arms Co., Inc.
Product Service
Legal Case #:8333

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
293967	12/21/2012	12/11/2012	1/8/2013	12/1/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dan	Noullet	307 Sawmill Run Rd.	Butler	PA	16001		H 724-712-1399 E dnoullet@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot hole in roof of truck	Cause:4006 Altered Adjustments or Components		Unknown
S	FSR	Concern:1007 Fired on Safe Release		
C				

12/11/12: Customer emailed. Ref# 121201-000026. He stated he was using the rifle on 12/1/12 & had a FSR, shot a hole in the roof of his truck. No injury. He wants to know if we are going to pay for the damages to his truck. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	286393		
Date Purchased	Where Purchased	Accessories	Original Owner			
			U			

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
Replace TA, clean & test @n/c - goodwill gesture						

Repair/Replacement Cost Repair/Replacement Date
\$50

12/11/12: Emailing letter, forms & ARS to customer. Box order# 1416983. df 1/8/13: Spoke w/customer & went over PS exam. Ilion found the TA was dirty & rusty - causing trigger to not return properly, set screws altered also. We will remove bolt lock, replace TA, clean & test at n/c - goodwill gesture. Customer agreed w/repair work & we went over why we are not covering damage to truck. Customer requested a PS Report & pictures of old TA. I emailed John B. for report & pics. df 1/9/13: Received PS Report from John B. I printed out pics and mailed report & pics to customer. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/2/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4006	Altered Adjustments or Components	
	Description		22" 243 WIN
	Date Code		PP
	Bore Plugged	False	

Barrel	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	Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		BOLT LOCK SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN DURING NULL TEST
	Pull	---Select---	2.25#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

COPY

Firearm Examination Conducted: 1/2/2013

Page 1 of 1

RE: RE00293967
Name: Dan Noullet
307 Sawmill Run Rd.
Butler, PA 16001

Firearm: M700 243 Win
Serial #: 286393
Date Code: PP
DOM.: 6/1967

Owners: Dan Noullet

Alleged Incident:

Consumer stated he was using the rifle on 12/1/12, had a FSR and shot a hole in the roof of his truck. No injury reported.

Items supplied for examination:

The incident firearm was returned for examination

Present for the examination:

John Balio, Bruce Travis

General Condition:

The firearm appeared to be in fair condition.

Examination:

The overall condition of the firearm was fair. It showed normal wear. It had a bold lock safety. The trigger assembly was dirty and rusty. The set screws were also altered.

Conclusions:

The altered set screws and dirty, rusty condition of the trigger assembly caused the trigger not to return properly.

Respectfully submitted: 1/09/2013

By: John Balio
Arms Service / Custom Shop Manager

Remington®

22"
PP-6/67
2.25#
008

December 11, 2012

8333

Dan Noullet
307 Sawmill Run Rd.
Butler, PA 16001
Phone: 724-712-1399
Email: dnoullet@gmail.com

Ref # 8333, Model 700, Serial # 286393

You will receive a prepaid UPS shipping label to cover shipment of the firearm to our factory for examination in a separate email. 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 hope that this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 336-548-8686
Fax: 336-548-7883

Serial
Number:

286393

Model: 700



RE00293967

RECEIVED
JAN 03 2013

BY:.....

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 SR00038225	Serial Number / Description <u>286393</u> Model 700 Center Fire Caliber: 243	Date of Request: 12/11/2012 Date Printed: 12/11/2012
Customer: DAN NOULLET 307 SAWMILL RUN RD. BUTLER, PA 16001 US Email: dnoullet@gmail.com	Destination: Arms Services 14 Hocfler 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 # 8333. dmf

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.

Customer Signature: _____
Customer Name: _____
Customer Address: _____

8333

Reference #
121201-000026
Status
Updated
Assigned To
Administrators
Dell -
Product
Firearms
Centerfire Rifles
SLA
Not specified
Queue
CSR
Date Created
12/01/2012 11:05 AM
Date Initial Solution Response
12/04/2012 12:26 PM
Last Updated
12/11/2012 09:18 AM
Customer SmartSense
0 (on -3 to +3 scale)
Staff SmartSense
-1 (on -3 to +3 scale)

Misfire of a model 700 .243

1411983

Discussion Thread**Customer (Dan Noullet)**

12/11/2012 09:18 AM

Serial number 286393
 .243 model 700
 Dan Noullet 307 Sawmill Run Road Butler Pa 16001

Dan Noullet 724-712-1399

Sent from my iPhone. I apologize for brevity and misspells
 On Dec 10, 2012, at 4:11 PM, "Remington Information" info@remington.com wrote:

Response (Dell -)

12/10/2012 04:11 PM

I will send a form for you to fill out so that the examiner has a complete picture of what happened.
 We cannot discuss any resolution until we get our exam report from the factory.

Customer (Dan Noullet)

12/10/2012 10:42 AM

That is fine I will try to send later today also I was given a number to speak with someone about the damages this accident of the misfire has caused so am I to speak with you now?
 Let me know

Dan Noullet 724-712-1399

Sent from my iPhone. I apologize for brevity and misspells
 On Dec 10, 2012, at 10:16 AM, "Remington Information" info@remington.com wrote:

Response (Dell -)

12/10/2012 10:16 AM

Dear Mr. Noullet,
 We would like to have the firearm come into our Product Services Department at our factory for examination.
 Please reply back to me with the serial number of the firearm, caliber and your mailing address.
 We would like to send you a pre-paid shipping label for UPS to have the firearm come in.
 I will also include a form that you can fill out to let the examiner know exactly what happened and when this occurred.

Sincerely,
 Dell
 Consumer Affairs Administrator

Customer (Dan Noullet)

12/07/2012 01:44 PM

Just wanted to stay in touch because no one has returned my call.
 Thanks

Dan Noullet 724-712-1399

Sent from my iPhone. I apologize for brevity and misspells
 On Dec 4, 2012, at 4:02 PM, "Remington Information" info@remington.com wrote:

Response (Danny -)

12/04/2012 04:02 PM

They will return your call as soon as they can. Thank you.

Customer (Dan Noullet)

12/04/2012 03:17 PM

Thank you I left him a message with my name and number
 Thanks

Dan Noullet 724-712-1399

Sent from my iPhone. I apologize for brevity and misspells
 On Dec 4, 2012, at 3:06 PM, "Remington Information" info@remington.com wrote:

Response (Danny -)

12/04/2012 03:06 PM

This is a direct number.

Customer (Dan Noullet)

12/04/2012 03:02 PM

Thank you is this number a direct line to a gentlemen's office as the voicemail at this number do not identify themselves as it was Remington?
 Thanks

Dan Noullet 724-712-1399

Sent from my iPhone. I apologize for brevity and misspells
 On Dec 4, 2012, at 2:48 PM, "Remington Information" info@remington.com wrote:

Response (Danny -)

12/04/2012 02:48 PM

Please call our Product Services Department for assistance with this. They can be reached at 336-548-2129 Mon - Fri 9-5 EST. They can also make the arrangements for your repair.

Customer (Dan Noullet)

12/04/2012 01:19 PM

Good day,
Is this repair taken care of solely by Remington or is there charges involved?
Also I wanted to share the damages this misfire had done to my vehicle when the misfire had happen it fired into the truck blowing out the dome lamp and pushing the metal up on the roof. Is Remington willing to help with these repairs as well?
I can send pics at your request.
Thanks

Dan Noullet 724-712-1399

Sent from my iPhone. I apologize for brevity and misspells
On Dec 4, 2012, at 12:26 PM,
"Remington Information" info@remington.com wrote:

Response (Danny -)

12/04/2012 12:26 PM

Thank you for contacting Remington! We certainly appreciate you taking the time to write in with your repair questions. As long as you are in the US, we would be glad to assist you with this repair; however, a service request would need to be issued for your repair. To do that, we need the serial number off the gun, your name, mailing address and phone number. Once we receive this information from you, we will send you an email confirming your service request and the SR number. This email will also have instructions for sending your firearm in for repair.

Customer (Dan Noullet)

12/01/2012 11:05 AM

Good morning Remington,

I wanted to inform you of an issue I had this morning with the model 700 .243.

I had my rifle loaded and want to disengage the bolt and as I was disengaging the bolt my rifle had fired. So I understand you claim there is no defects with these units but other accidents have occurred with similar results as mine. I would like if you would let me know that you have read this and let me know if there is a defect or a recall on this rifle.

Thank you

Dan Noullet
724-712-1399

Sent from my iPhone.
I apologize for brevity and misspells

Primary Contact

First Name: Dan

Last Name: Noullet

Organization:

Login: dnoullet@gmail.com

Title:

Contact Type:

Email: dnoullet@gmail.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00038225
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service



Fulcher, Dell Marie

From: postmaster@remington.com
To: dnoullet@gmail.com
Sent: Tuesday, December 11, 2012 11:32 AM
Subject: Relayed: Message relayed (dnoullet@gmail.com)

Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:

dnoullet@gmail.com

Subject:

ARS LABEL REQUEST FORM

DATE: 12/11/2012	Service Request # SR00038225
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm email address:	

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

LABEL INFORMATION

MAIL LABEL TO:	DAN NOULLET 307 SAWMILL RUN RD. BUTLER, PA 16001 US SR00038225 Email: dnoullet@gmail.com
RETURN ITEM TO:	ILN Arms Services

4XX596 DEC 11, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969067015595 ALL CURRENCY USD
 REF 1:SR00038225
 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 1.00
 DC 0.00 DGD 0.00
 AH 0.00 PR 0.00 ROD 0.00
 TOT PUB CHG 9.22 PUB+HANDLING 9.22

ATTN: Product Service







