

Remington Arms Co., Inc.
Product Service
Legal Case #:8075

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
288116	11/2/2012	10/22/2012	11/5/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Darrel	Spaeth	432 Frederick Dr. PO Box 77	Gower	MO	64454		H 816-424-3226 E darrelspaeth@centurytel.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S FBC	Concern:1008 Fired on Bolt Closing			
C				

10/22/12: Customer called in. He stated he had a FBC w/rifle about 2-3 yrs ago. No damage, No injury. He wants us to examine the gun. His gunsmith could not duplicate the concern. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6407608	LU	2/1/1971
Date Purchased	Where Purchased	Accessories	Original Owner			
	GATEWAY CO KAN C MO	TWO PIECE BASE	Y			

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					

10/23/12: Sending box, ARS & forms from Madison office. df 11/6/12: Per Ilion - Could not duplicate concern. TA dirty, replace TA, clean & test under BLM - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/5/2012
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		LU
	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---	.009
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

Remington®

22"
442/7
6#
1009

8075

October 22, 2012

Darrel Spaeth
432 Frederick Dr.
PO Box 77
Gower, MO 64454
Phone: 816-424-3226

Ref: # 8075, Model 700, Serial # 6407608

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
NOV 06 2012

BY:.....

Serial Number:
6407608
Model: 700



RE00288116

could not dup. concern
T.A. dirty. Alpha TPA
clean & test under
BLP Con B 20. t
9

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

PS 29247

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.**PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

Service Request Number	Serial Number / Description	Date of Request:	10/23/2012
SR00032666	6407608	Date Printed:	10/23/2012
Model 700 Center Fire Caliber: 3006			
Customer:	Destination:		
DARREL SPAETH 432 FREDERICK DR. PO BOX 77	Arms Services 14 Hoefler Ave Ilion, NY 13357 US		
Email: [REDACTED] Gower Mo 64454 USA DARRELSPAETH@centurytel.net	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 # 8075			
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.			
		Sub Total:	.00
		Est Sales Tax:	.00
		Grand Total:	\$.00

Print

Reset

Model Number: <u>Model 700 ADL</u>		Serial Number: <u>6407608</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>DARREL SPAETH</u>		Date of Purchase: <u>10-72</u>	
Address (no PO Boxes): <u>432 Frederick Dr</u>			
City: <u>Gower</u>		State: <u>MO</u>	Zip: <u>64454</u>
Phone (Daytime): <u>816-424-3226</u>		Fax: _____	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>DARRELSPAETH@centurytel.net</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>When put round in chamber and shot bolt the rifle discharged without firing even in trigger housing.</u>			
500 characters left			
Ammunition Information:			
Manufacturer: _____		Type: _____	
Other (i.e. bullet weight/type, shot size, powder): _____			
Handload Information:			
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) <u>Yearly</u>
How often do you clean the action? (Months or Number of rounds) <u>Yearly</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>Never</u>
Brand of lubricant used:
How often do you lubricate the bore? (Months or Number of rounds) <u>Yearly</u>
How often do you lubricate the action? (Months or Number of rounds) <u>Yearly</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>Never</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>Never</u>
What were the services performed?
Ship your INSURED firearm by either UPS or Parcel Post to:
<p><input type="checkbox"/> 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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper</p>

ARS LABEL REQUEST FORM

DATE:	10/23/2012	Service Request #	SR00032666
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:

Gower
 DARREL SPAETH
 432 FREDERICK DR.
 PO BOX 77
 SR00032666
 GALLER, MO 64454 US
 Email:

RETURN ITEM TO:

ILN

Arms Services

4XX696 OCT 23, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX6989066648774 ALL CURRENCY USD
 REF 1:SR00032666
 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 0.50
 DC 0.00 DGD 0.00
 AH 0.00 PR 0.00 ROD 0.00
 TOT PUB CHG 10.88 PUB + HANDLING 10.88

ATTN: PRODUCT SERVICE



ShipRequest™



Ship To: Darrel Spaeth
Company:
Address 1: 432 Frederick Dr.
Address 2: PO Box 77
Address 3:
City: Galler
State/Province: Missouri
ZIP/Postal Code: 64454
Country: United States
email:
Phone: 816-424-3226
Account: 230145
Package Type: Package
Address Type: Residential
Deliver By: Fri, October 26, 2012
Package ID: 8851

Special Instructions:

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

Date: 10-24-12 1 lb 8.9 oz

Acct #	: 230145	Base \$	6.88
Cust #	: 0DL0000010301	Spco \$	2.00
Zip/Zone	: 64454 / 5	Addl \$	0.00
Trk #	: 1Z4XX5960300043852	Total \$	8.88
Pkg ID #	: 8851		
Service	: UPS Ground		





