

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7023

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
253118	1/9/2012	12/8/2011	1/10/2012	12/5/2011			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Chris	Wade	W.P. Hardy Rd	LaGrange	NC	28551		H 252-566-3195 C 252-286-9139

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	shot floorboard, transmission line	Cause:4015 Improper Maintenance		
S		Concern:1020 Fired on Bolt Opening	Unknown	
C				

12/8/11 Per call from Wade, on Monday he was at his truck unloading his 700 and when he lifted the bolt it fired shooting a hole in the floorboard and through a transmission line. It did not damage the transmission. The safety was off.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM RUM	26275	S6420242	RV	10/12/2001 1:28:46 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BANGERS LP	SCOPE BASE	Y			

CONCERN: FBO

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 TPA, clean, test fire no charge as goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	67.40	1/24/2012				

12/8/11 Mailing ARS.cm 1/18/12 Per Ilion, could not duplicate concern. Trigger assm dirty and sticky. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm 1/24/12 Will repair no charge as goodwill. Sending him an owner's manual and mentioned need for cleaning of the trigger and bolt.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		1/10/2012

Examination	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		26" 7MM RUM SS
	Date Code		RV
	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	BINDS
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	ISS	
Sear	Lift	---Select---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,STICKY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		SCOPE BASE

COPY <sup>RV 26 11</sup>  
<sup>10/01</sup>  
<sup>6#</sup>  
<sup>010</sup>

7023

December 8, 2011

Chris Wade  
W.P. Hardy Rd  
Lagrange, NC 28551

Subject: Case # 7023, Model 700, SR# 6097

Dear Mr. Wade,

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](mailto:christy.mitchell@remington.com)

RECEIVED  
JAN 10 2012

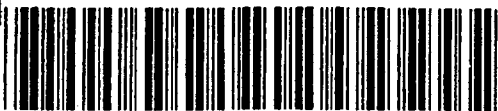
BY: \_\_\_\_\_

could not duplicate concern  
T.A. dirty & sticky. was often  
to replace TPA, clean & test  
fire at 1/2 normal cost.

Quote

Number: S6420242

Model: 700



RE00253118

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

## Service Request

## Remington Service

PO Box 700

Madison, NC 27025-0700

[illegible]

ATTN: Product Service #7023

**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.**

[illegible]

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

Model Number:	700 SPSS	Serial Number:	56420242
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name:	CHRIS WADC	Date of Purchase:	10-03
Address (no PO Boxes): 4824 W.P. Hardy Rd			
City:	La Grange	State:	NC
		Zip:	28551
Phone (Daytime):	252-566-3195	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:			
Gun fired when opening Bolt on Gun.			
500 characters left			
Ammunition Information:			
Manufacturer:	Remington	Type:	7mm ultra mag. S&W Sierra
Other (i.e. bullet weight/type, shot size, powder):	150 gr.		
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

## ARS LABEL REQUEST FORM

DATE: 12/08/2011	Service Request # SR00006097
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelles	email address: Christy.Mitchell@remington.com

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	CHRIS WADE 4824 WP HARDY RD LAGRANGE, NC 28551 US SR00006097  Email: Christy
<b>RETURN ITEM TO:</b>	ILN Arms Services



4XX588 DEC 8, 2011 ACT WT 10.0 LBS #PK 1  
 SVC GND COM BL WT 10.0 LBS  
 TRACKING# 1Z4XX6969066479926 ALL CURRENCY USD  
 REF 1:SR00006097  
 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 9.04 PUB+HANDLING 9.04

**ATTN: Product Service #7023**





