

Remington Arms Co., Inc.
Product Service
Legal Case #:7180

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
254279	1/13/2012	1/3/2012	1/20/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jerry	Wright	1726 Brewers Mill Rd	Elberton	GA	30635		H 706-961-3171

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD shot out window of truck	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1020 Fired on Bolt Opening			
C				

1/3/12 Per call from Wright, he has a rifle with a defective trigger and safety and when the safety was off and he touched the bolt to unload it fired shooting out the window of his truck.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	n/a	A6450169	KO	5/19/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPICOLA HDWE TAMPA FL		N			

Inherited from father.

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
Replace TPA, clean, test at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.40	1/20/2012				

1/3/11 Mailing ARS and box from Corporate.cm 1/20/12 Replace TPA, clean, test at BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/16/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	IMPROPER MAINTENENCE
Barrel	Description		24" 7MM REM MAG
	Date Code		KO
	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; Not 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; Not Functioning	
	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---	.005
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY AND STICKY PARTS WORKING SLUGGISH. TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	4#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

COPY

24"
1605/7
4#
1005

7180

January 3, 2012

Jerry Wright
1726 Brewers Mill Rd
Elberton, GA 30635

Subject: Case # 7180, Model 700, SR# 8152

Dear Mr. Wright,

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".

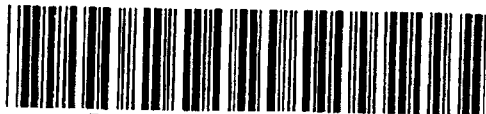
I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

A6450169

Model: 700



RE00254279

RECEIVED
JAN 18 2012

BY:.....

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

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

<p> 1990 1991 1992 1993 1994 1995 1996 1997 1998 1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023 2024 2025 2026 2027 2028 2029 2030 2031 2032 2033 2034 2035 2036 2037 2038 2039 2040 2041 2042 2043 2044 2045 2046 2047 2048 2049 2050 2051 2052 2053 2054 2055 2056 2057 2058 2059 2060 2061 2062 2063 2064 2065 2066 2067 2068 2069 2070 2071 2072 2073 2074 2075 2076 2077 2078 2079 2080 2081 2082 2083 2084 2085 2086 2087 2088 2089 2090 2091 2092 2093 2094 2095 2096 2097 2098 2099 2100 2101 2102 2103 2104 2105 2106 2107 2108 2109 2110 2111 2112 2113 2114 2115 2116 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126 2127 2128 2129 2130 2131 2132 2133 2134 2135 2136 2137 2138 2139 2140 2141 2142 2143 2144 2145 2146 2147 2148 2149 2150 2151 2152 2153 2154 2155 2156 2157 2158 2159 2160 2161 2162 2163 2164 2165 2166 2167 2168 2169 2170 2171 2172 2173 2174 2175 2176 2177 2178 2179 2180 2181 2182 2183 2184 2185 2186 2187 2188 2189 2190 2191 2192 2193 2194 2195 2196 2197 2198 2199 2200 2201 2202 2203 2204 2205 2206 2207 2208 2209 2210 2211 2212 2213 2214 2215 2216 2217 2218 2219 2220 2221 2222 2223 2224 2225 2226 2227 2228 2229 2230 2231 2232 2233 2234 2235 2236 2237 2238 2239 2240 2241 2242 2243 2244 2245 2246 2247 2248 2249 2250 2251 2252 2253 2254 2255 2256 2257 2258 2259 2260 2261 2262 2263 2264 2265 2266 2267 2268 2269 2270 2271 2272 2273 2274 2275 2276 2277 2278 2279 2280 2281 2282 2283 2284 2285 2286 2287 2288 2289 2290 2291 2292 2293 2294 2295 2296 2297 2298 2299 2300 2301 2302 2303 2304 2305 2306 2307 2308 2309 2310 2311 2312 2313 2314 2315 2316 2317 2318 2319 2320 2321 2322 2323 2324 2325 2326 2327 2328 2329 </p>
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ATTN: Prod Serv #7180

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:	01/03/2012
SR00008152	A6450169	Date Printed:	01/03/2012
Customer:		Destination:	
JERRY WRIGHT		Arms Services	
1726 BREWERS MILL RD		14 Hoefler Ave	
ELBERTON, GA 30635 US		Ilion, NY 13357 US	
Email: Christy		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

Fired when attempting to unload. Has a bolt lock.cm

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

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

Model Number: 700	Serial Number: A6450169
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: WRIGHT, Jerry	Date of Purchase: 1977
Address (no PO Boxes): 1726 Brewers Mill Road	
City: Elberton	State: GA Zip: 30635
Phone (Daytime): 706-961-3171	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) JERRY55WRIGHT@YAHOO.COM	
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: FIRED when Attempting to unload & shot out my truck window. 2007.	
500 characters left	
Ammunition Information:	
Manufacturer: Remington	Type: core-Lok
Other (i.e. bullet weight/type, shot size, powder): 150 grain	
Handload Information: N/A	
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: Hoppes #9

How often do you clean the bore? (Months or Number of rounds) after every use

How often do you clean the action? (Months or Number of rounds) " " "

How often do you clean the trigger assembly? (Months or Number of rounds) 0

Brand of lubricant used: Tetra Gun

How often do you lubricate the bore? (Months or Number of rounds) after every use

How often do you lubricate the action? (Months or Number of rounds) " " "

How often do you lubricate the trigger assembly? (Months or Number of rounds) 0

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

☐ YES ☒ NO

When was the last time that your firearm was serviced by a Remington authorized

repairman/gunsmith? 2007

What were the services performed? safety checked & repaired

Remington Arms Co., Inc.
Attn: Arms Service Division
14 Hoefler Avenue
Illion, NY 13357

Ⓢ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.

- :: Record the serial number of your firearm before sending it.
- :: 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.)
- :: Remove all accessories from your firearm to prevent loss or damage.
- :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.

SHOWN'S BODY SHOP

5714 Hwy. 144
Owensboro Ky. 42303
phone: 270-281-5206 / fax: 270-281-0186

CUSTOMER INVOICE # 117320 11/25/11

DENNIS CLOUSE

plate: CLOU0005
2003 FORD

V8 4.6L 281ci G
PICKUP XL F150

mileage

42303

Home:

Work:

Cell:

Fax:

Operation	Description	Qty	Price	Labor	Paint
	FRONT DOOR				
	SHEET METAL				
	Shell Assy, Door				
Repair	R repair bullet hole			4.0 body	~
Refinish	R Refinish Door Outside Regular Cab				2.8
Refinish	R +Clear Coat / 2 Stage Major Panel				1.1 ~

COLLISION SUMMARY

	RATE	Hrs	ESTIMATE
COLLISION LABOR			
PAINT	51.00	3.90	198.90
BODY LABOR	51.00	4.00	204.00
LABOR TOTAL		7.90	402.90
PAINT SUPPLIES	34.00	3.90	132.60
GLASS		0.00 BASE	0.00
PARTS		0.00 BASE	0.00
PARTS & GLASS			0.00

The data elements used in this report were obtained from Mitchell International's RepairMate Product.
Non OEM part information has been provided by their respective suppliers.
Calculations of the report are performed by a computer program created by Crash-writerR (C) 1997-2010.
(~) Portions of this report were enhanced to reflect the Operator's Judgement for current prices & times.

LABOR	402.90
Supplies	132.60
TAX (6.000%)	7.96
TOTAL	543.46

lew





<http://mail.aol.com/35138-111/aol-6/en-us/mail/get-attachment.aspx?uid=25441460&folde...> 1/10/2012



<http://mail.aol.com/35138-111/aol-6/en-us/mail/get-attachment.aspx?uid=25441460&folde...> 1/10/2012

ARS LABEL REQUEST FORM

DATE:	01/03/2012	Service Request #	SR00008152
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelcs	email address:	Christy.Mitchell@remington.com

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

JERRY WRIGHT
1726 BREWERS MILL RD
ELBERTON, GA 30635 US
SR00008152
Email: Christy

RETURN ITEM TO:

ILN
Arms Services



4XX596 JAN 3, 2012 ACT WT 10.0 LBS #PK 1
SVC GNDCOM BL WT 10.0 LBS
TRACKING# 1Z4XX5969085624422 ALL CURRENCY USD
REF 1:SR00008152
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 9.81	PUB+HANDLING 9.81

ATTN: Prod Serv #7180



