

Remington Arms Co., Inc.
Product Service
Legal Case #:9123

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
320305	9/5/2013	8/19/2013	9/6/2013	8/18/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Nick	Bishop	5985 Sanuel St.	La Mesa	CA	91942		C 619-788-3369

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4040	Other - Unspecified or Undetermined -		
S	FSR	Firearms	Unknown	
C	Concern:1007 Fired on Safe Release			

8/19/13: Customer called in. He stated he was using rifle on 8/18/13 and on the 4th round he experienced a FSR - no damage, no injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84203	RR52525C	OH	7/19/2013 10:08:42 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	TURNER S OUTDOORSMAN		Y

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 - Replace in exchange, ramac 84203						

Repair/Replacement Cost	Repair/Replacement Date
\$220	

8/19/13: Mailed ARS, letter & SR paperwork to customer. Box order# 1531345. df 9/6/13: Scott Nichols in Ilion emailed & stated the gun was going to Derek Watkins in KY for exam. I will call customer w/update that gun is being tested. df 9/9/13: Ilion made notes on the repair that the rifle is being replaced in exchange, Ramac 84203. SAP Order# 1538652. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		9/6/2013
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4040	Other - Unspecified or Undetermined - Firearms	AS REC'D WOULD FOLLOW DOWN WHEN CLOSED BRISKLY AND HAD FIRED ON SAFETY RELEASE FIRST TIME BOLT WAS CLOSED
Barrel	Description		20" 308 WIN HB
	Date Code		OH
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Not Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	LOCK TITE RESIDUE ON TOP
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
		Test Fired	False

Feeding Test	Tests	False	
Trigger	Condition	Like new; Not Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Remington®

2011
OH 7/13
COPY

August 19, 2013

9123

Nick Bishop
5985 Samuel St.
La Mesa, CA 91942
Phone: 619-788-3369

Ref # 9123, Model 700, Serial # RR52525C

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. 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.

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: 336-548-7872 or 7883

Serial Number: RR52525C

Model: 700



RE00320305

Replace in Exchange
Invoice #84203

11290145

RECEIVED
SEP 09 2013

BY:

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

PS 29777

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 SR00059435	Serial Number / Description RR52525C Model 700 RIFLE Caliber: 308	Date of Request: 08/19/2013 Date Printed: 08/19/2013
Customer: NICK BISHOP 5985 SAMUEL ST. LA MESA, CA 91942 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email:	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 # 9123. dmf

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

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

ARS LABEL REQUEST FORM

DATE: 08/19/2013	Service Request # SR00059435
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:	NICK BISHOP 5985 SAMUEL ST. LA MESA, CA 91942 US SR00059435 Email:
RETURN ITEM TO:	ILN Arms Services



4XX696 AUG 20, 2013 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 124XX6969066909203 ALL CURRENCY USD
 REF 1:SR00059435
 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 14.29	PUB+HANDLING	14.29

ATTN: Product Service









