

Remington Arms Co., Inc.
 Product Service
 Legal Case #:9672

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
332222	12/30/2013	12/12/2013	1/2/2014	12/11/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Kevin	Cavanaugh	174 Meade St	Wellsboro	PA	16901		H 570-439-3089

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

12/12/13: I received call from Kevin Cavanaugh, he said that on 2 different occasions his gun has fired on safety release. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	84642	RR49947A	WG	8/7/2012 7:11:21 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GANDER WAREHOUSE #1/Leban	TWO PIECE BASE	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 TPA, check over and test at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$49					

12/12/13: Sending ARS, letter, and SR paperwork. Box sent on SAP order 1575272. jbi 1/3/14: Per Ilion, "could not duplicate concern. To restore confidence in rifle will replace trigger assembly,check over and test fire at no charge." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/2/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 243 WIN
	Date Code		WG
	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		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	SEALANT PRESENT
	Sub-Assembly	X-Mark Pro	

Remington®

24"
WG 8/1
4#
.013

December 11, 2013

Kevin Cavanaugh
174 Meade St
Wellsboro, PA 16901
Phone: 570-439-3089

9672

COPY

Ref # 9672, Model 700, Serial #RR49947A

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,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
JAN 03 2014

BY:.....

Serial Number: RR49947A

Model: 700



RE00332222

could not dep. concern.
to restore confidence in
ref he will dep. TA. check
over & pass with r/c

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

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 SR00070953	Serial Number / Description RR49947A Model 700 RIFLE Caliber: 243	Date of Request: 12/12/2013 Date Printed: 12/12/2013
Customer: KEVIN CAVANAUGH 174 MEADE ST WELLSBORO, PA 16901 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 # 9672.jbi

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Gun was purchased and sited-in Aug 2013.
Gun was used for hunting during Pa deer season 12/13. Twice on the same day of hunting the gun fired when the safe was moved to the fire position. The gun was never adjusted/tampered with, and has only seen 2 boxes of shells. It is not safe. Purchased @ Gauder Mtn. Muncy Pa Aug 2013.

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: 12/17/2013	Service Request #	SR00070953
QUANTITY: 1	WEIGHT PER PACKAGE:	10 LBS.
REQUESTED BY: mvingth	email address:	l.will.moad

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

MAIL LABEL TO:	KEVIN CAVANAUGH 174 MEADE ST WELLSBORO, PA 16901 US SR00070953 Email:
RETURN ITEM TO:	ILN Arms Services



4X3096 DEC 12, 2013 ALL CORR USD 1 OF 1
 SVC 000000 NET WT 10.0 LBS
 TRACKING 12AKX5360067636692
 REF 1:SR00070953
 REF 2:

HANDLING CHARGE 0.00		SVC 1.75 USD
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	DD 0.00	RS 0.00
DC 0.00	DD 0.00	SD 0.00
AM 0.00	PR 0.00	GP 0.00
TOT PUB CHG 0.00	PUB-HANDLING	0.00

ATTN: Product Service







