

Remington Arms Co., Inc.
 Product Service
 Legal Case #:8477

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
296325	1/11/2013	1/14/2013	1/14/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Dunhams Sports	Jeremy	Dunhams Sports	1802 N Jackson St, Ste 234	Tullahoma	TN	37388		W 931-454-0548

Incident Information

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

1/17/13 Per note with rifle, customer said gun fired when taken off of safety with her finger off of the trigger.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	85407	RR21734A	KG	5/29/2012 6:12:34 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	DUNHAM S SPORT DISTRIBUTI	SCOPE,RINGS,TWO PIECE BASE	U			

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, will replace TPA, check over and test at no charge as goodwill

Repair/Replacement Cost	Repair/Replacement Date
46.04	1/17/2013

1/17/13 Per Ilion, could not duplicate concern. To restore confidence in rifle will replace TPA, check over and test at no charge as goodwill.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/14/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 308 WIN
	Date Code		KG
	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	Slightly Worn; Functioning	RUSTY
	Stop	Like new; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Functioning	BOLT HANDLE RUSTY
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		XMP SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



24
255
45

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. PLEASE RETAIN THIS COPY FOR YOUR RECORDS.

Service Request Number SR00040337	Serial Number / Description RR21734A Model 700 RIFLE Caliber: 308	Date of Request: 01/03/2013 Date Printed: 01/03/2013
Customer: DUNHAMS SPORTS ATTN: JEREMY 1802 N JACKSON ST. SUITE 234 TULLAHOMA, TN 3788 US Email:	<u>8477</u>	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US 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

M990 - TRIGGER

Service Request Section

Consumer says gun fired without pulling the trigger

Parts And Service Details

Serial Number:

RR21734A

Model: 700



RE00296325

Qty Needed	Warranty	Price	Disc	Amount
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RECEIVED
JAN 15 2013

BY:.....

could not dup concern
to restore confidence in
rifle will dup TPA check
over + rest N/c goodwill.

JL260974

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

Dunham's SPORTS

CHARGE BACK
CB 152213

Warehouse
Control No.

Pages 1 thru _____
Attached
DATE

NOTE:

The
Charge Back
Number Must
Appear on All
Credits Memos
or
Correspondence

**IMPORTANT: USE THIS FORM FOR RETURNING PRODUCT DIRECT TO A
VENDOR. DO NOT USE THIS FORM TO RETURN PRODUCT TO DUNHAMS D.C.**

CHARGEBACK IS FOR LOCATION: Distribution Center Store No. 9175
 Other _____

FFL# 1-62-031-01-48-05156

PURCHASED FROM:
Remington Arms
Received From Dunham's DC

SHIPPED TO:
Remington Customer Repair
14 Hoefler Ave. Attn: Arm Services
Ilion, NY 13357
ACCOUNT NUMBER FFL# 6-16-043-10-46-02475

DOCTYPE	VENDOR NUMBER	DOC NUMBER	DOC DATE	VERRIDE TERMS	LABEL AUTHORIZATION NO.	CARTONS	
1		CB --				1	
DIV	DEPT	STR	COST DR <CR>	RETAIL DR <CR>	SHIPPED VIA	BILL LADING NO.	UPS SHIPPED/PAGE NO.
					UPS	183737	
					SHIP DATE	<input checked="" type="checkbox"/> PREPAID <input type="checkbox"/> COLLECT	

DEPT	DESCRIPTION	ITEM NUMBER	QUANTITY	RETAIL PRICE	RETAIL PRICE EXT.	UNIT COST	AMOUNT
15	Remington 700 ADL Scaped Combo .308	9450107	1	449.99			449.99
	Ctrl# 669816 Serial# RR21734A	Pg 187, Ln 2					
	RA # 40337						
*	Issue - Customer said gun fired when taken OFF OF safety with her Finger OFF OF the trigger						

- | | | |
|--|---|---|
| <input checked="" type="checkbox"/> Defective Item | <input type="checkbox"/> Under Shipment | <input type="checkbox"/> Service/Finance Charge |
| <input type="checkbox"/> Return Item | <input type="checkbox"/> Full Freight Allowance | <input type="checkbox"/> Discount Charge Back |
| <input type="checkbox"/> Over Shipment | <input type="checkbox"/> Other _____ | <input type="checkbox"/> _____ |

Jeremy Eldridge
PREPARED BY
[Signature]
MANAGER APPROVAL

BUYER APPROVAL

ACCOUNTS PAYABLE CLERK

TOTAL UNITS	TOTAL DUE



Original-Not Negotiable

Straight Bill of Lading

Short Form

Shipper's No. **183737**

Carrier's No.

1185
(Name of Carrier)

RECEIVED, subject to the classifications and tariffs in effect on the date of the issue of this Bill of Lading.

at 2012 From 1185 9175

The property described below, in apparent good order, except as noted (contents and condition of contents of packages unknown), marked, consigned, and destined as indicated below, which said carrier (the word carrier being understood throughout this contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery at said destination, if on its route, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed, as to each carrier of all or any portion of said property over all or any portion of said route to destination, and as to each party at any time interested in all or any of said property, that every service to be performed hereunder shall be subject to all terms and conditions of the Uniform Domestic Straight Bill of Lading set forth (1) in Uniform Freight Classification if effect on the date hereof, if this is a rail or a rail-water shipment, or (2) in the applicable motor carrier classification or tariff if this is a motor carrier shipment.

Shipper hereby certifies that he is familiar with all the terms and conditions of the said bill of lading; set forth in the classification or tariff which governs the transportation of this shipment, and said terms and conditions are hereby agreed to by the shipper and accepted for himself and his assigns.

Consigned to Business Center Repair

Mail or street address of consignee - For purpose of notification only

Destination 11111 State NY Country US

Route _____

Delivering Carrier 1185 Car or Vehicle Initials _____ No. _____

FOR DC USE ONLY

No. Packages	Kind of Package, Description of Articles, Special Marks, and Exceptions	WEIGHT (Subject of Correction)

Prepaid _____
Collect _____
Trailer No. _____
LTL Pro # _____

HM	CTNS	HAZARDOUS MATERIALS IN SHIPMENT ABOVE **EMERGENCY NOTIFY:CHEMTREC (800-424-9300)	WT.	SPECIAL INSTRUCTIONS
		Petroleum Naptha Flammable Liquid UN 1255		
		Liquified Petroleum Gas Flammable Gas UN 1075		
		Battery, Wet, Filled with Acid Corrosive UN 2794		
		Propellant Explosive Solid Class B Explosive UN 0161 1.3c		
		1 Set of Master Gun Log Documents Pg. _____ thru Pg. _____		

OUTBOUND CARTONS (FOR STORE USE ONLY)

#CTNS	DESCRIPTION	DEFINITION	ATF CONTROLLED WEAPON DETAIL (1 Serial No. per transaction)			
			Serial No.	Transaction	Serial No.	Transaction
	Interstore Transfers	Transfers shipping from your store to another store.	5821734A			
	DC Returns/ Restocks	Transfers shipping back to the DC to location '99.				
	Defectives	Transfers shipping to defective location '98.				
	Misdirects					
	Wrong Shipping Label	Shipping label for your store but entire contents for another store.				
	Incorrect Contents	Shipping label for your store but some contents for another store.				
	Label Correct Mis-load	Shipping label for another store, but carton delivered to your store.				

*If the shipment moves between two ports by a carrier by water, the law requires that the bill of lading shall state whether it is carrier's or shipper's weight.

NOTE: Where the rate is dependent on value, shipper are required to state specifically in writing the agreed or declared value of the property. The agreed to declare value of the property is hereby specifically stated by the shipper to be not exceeding _____ per _____

The fibre boxes used for this shipment conform to the specifications set forth in the box maker's certificate thereon, and all other requirements of Uniform Freight Classification

Shipper, Per 1185 Agent, Per _____

Permanent post-office address of shipper _____

Accounting - White Truck Line - Yellow(2) Destination Store (via Truck Line) - Pink Shipping Location - Blue

Form #1017-A (Revised 6/06) Sku# 4335758

DESTINATION STORE (VIA TRUCK LINE)





