

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8334

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
294889	1/3/2013	12/11/2012	1/11/2013	11/24/2012			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Sam	May	6933 Heather Knoll Dr.	Dallas	TX	75248		H 214-542-3463 E sam.may@verizon.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot a hole in 2 walls inside the house	Cause:4038	Could Not Duplicate Concern		
S Fired with Safe on	Concern:1028	Fired With Safe ON		Unknown
C				

12/11/12: Customer called in. He said he was showing his wife how the rifle operates on 11/24/12 & the gun was loaded inside the house. He stated when he put the rifle on Safe it fired & shot a hole in 2 walls of the house. No injury. He said he bought gun new about 3 years ago at Cabela's. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	85361	G6701437	RB	11/8/2007 8:35:56 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CABELA S INC/WAREHOUSE /	TWO PIECE BASE	Y			

CONCERN:F50

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
Remington/700/CF/BA						
To restore confidence - replace TA, clean & test at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

12/11/12: Emailing letter, forms & ARS to customer. Box order# 1417010. df 1/11/13: I spoke w/customer. Ilion could not duplicate concern. To restore confidence in rifle - replace the trigger assembly, clean the rifle and test fire at no charge. Customer agreed with that offer. df

Examination[Remington/CF/BA]

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Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/7/2013
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 3006 SPRG
	Date Code		RB
	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	BRASS WASH
	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---	.010
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	
Non-Remington Components	Description		TWO PIECE BASE

# Remington.

December 11, 2012

Sam May  
6933 Heather Knoll Dr.  
Dallas, TX 75248  
Phone: 214-542-3463  
Email: sam.may@verizon.com

Ref # 8334, Model 700

You will receive a prepaid UPS shipping label to cover shipment of the firearm to our factory for examination in a separate email. 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 and will contact me with the results.**

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: 336-548-7883

enclosure

Serial:  
Number:

g6701437

Model: 700



RE00294889

RECEIVED  
JAN 09 2013

BY:.....

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

PS 30020





December 11, 2012

Sam May  
6933 Heather Knoll Dr.  
Dallas, TX 75248  
Phone: 214-542-3463  
Email: sam.may@verizon.com

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Sincerely,  
Dell Fulcher  
Consumer Affairs Administrator  
Remington Arms Co, LLC  
Phone: 336-548-8686  
Fax: 336-548-7883

enclosure

# 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](http://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.**

<b>Service Request Number</b> SR00038235	<b>Serial Number / Description</b> Model 700 Center Fire Caliber: 3006	<b>Date of Request:</b> 12/11/2012 <b>Date Printed:</b> 12/11/2012
<b>Customer:</b> SAM MAY 6933 HEATHER KNOLL DR. DALLAS, TX 75248 US  Email: sam.may@verizon.com	<b>Destination:</b> 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

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

## Service Request Section

Product Service # 8334. dmf

## Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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~~ ~~0.00~~

~~Est Sales Tax~~ ~~0.00~~

~~Grand Total~~ ~~0.00~~

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Remington Service

PO Box 700

Madison, NC 27025-0700



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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~~  
~~Est Sales Tax~~  
~~Total~~

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your **unloaded** firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email ([info@remington.com](mailto:info@remington.com) <<<mailto:info@remington.com>>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services  
SR# SR00038235  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Product Service





**Fulcher, Dell Marie**

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**From:** postmaster@remington.com  
**To:** sam.may@verizon.com  
**Sent:** Tuesday, December 11, 2012 12:05 PM  
**Subject:** Relayed: Message relayed (sam.may@verizon.com)

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

[sam.may@verizon.com](mailto:sam.may@verizon.com)

**Subject:**

## ARS LABEL REQUEST FORM

<b>DATE:</b> 12/11/2012	<b>Service Request #</b> SR00038235
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> fulcherdm <span style="float: right;"><b>email address:</b></span>	

<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>	SAM MAY 6933 HEATHER KNOLL DR. DALLAS, TX 75248 US SR00038235  Email: sam.may@verizon.com
<b>RETURN ITEM TO:</b>	<b>ILN</b>  Arms Services

4XX696 DEC 11, 2012 ACT WT 10.0 LBS #PK 1  
 SVC GND COM BL WT 10.0 LBS  
 TRACKING# 124XX6969065487464 ALL CURRENCY USD  
 REF 1:SR00038235  
 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 1.00
DC 0.00	DGD 0.00	
AH 0.00	PR 0.00	ROD 0.00
TOT PUB CHG 11.43		PUB + HANDLING 11.43

<b>ATTN: Product Service</b>
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