

Remington Arms Co., Inc.
Product Service
Legal Case #:8245

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
295116	1/4/2013	11/29/2012	2/14/2013	11/29/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Sid	Wilson	357 30 Rd	Ponca City	OK	74604		E osage1954@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI bruised thumb				
PD shot through floorboard and transmission	Cause:4038 Could Not Duplicate Concern			U
S Concern:1020 Fired on Bolt Opening				
C				

11/29/12 Per call from Wilson, his 700 SPS Tactical fired when he went to unload it. He was standing outside his pick-up and it fired through the floorboard and transmission. He has about \$3000 damage to his truck.cm

PI			
PD	Cause:		Unknown
S	Concern:		
C			

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84207	G6702647	EB	10/26/2007 8:32:57 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S SPORT CENTER NORT		Y			

CONCERN: FBC

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	84207	G6702647		10/26/2007 8:32:57 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S SPORT CENTER NORT		U			

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
Return as received						

Repair/Replacement Cost Repair/Replacement Date

11/29/12 Emailing ARS.cm 1/10/13 Emailed S. Earl to ship to D. Watkins for inspection. Called Wilson for additional info on the incident. He said the safety was on, and he touched the safety to move to fire and just the touch caused it to fire. It had not moved to the fire position. He had not pulled the trigger prior to that while the safety was on.cm 1/24 The firearm was returned to Ilion since the address they listed was wrong. I gave them the correct address for E-town and asked them to ship it. On 1/28 it still had not shipped so I asked that they ship it one day air.cm 2/7 Rec'd 2nd inspection info from Watkins. The claimed defect could not be duplicated.cm 2/8/13 Called but Wilson not home. I told his wife that I would send an email with inspection info.cm 2/13 Emailed Wilson letting him know the rifle was on hold as I waiting to hear from him before I shipped it back.cm 2/14 Spoke with Sid, he would like the rifle returned as received with an examination letter.cm

Examination[Remington/CF/BA]

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	THE SEAR SPRING IS NOT POSITIONED CORRECTLY UNDER THE SEAR. SEE PHOTO
Barrel	Description	20" 308 HB	
	Date Code	EB	
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	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	DIRTY
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description	XMP SAFETY	
	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	X-Mark Pro	

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		Derek Watkins
	Exam Date		2/7/2013
	Product Type		RF
	Action Type		A
	Assigned To		
Cause	4038	Could Not Duplicate Concern	The rifle passed 5 function tests and 5 trick tests. The rifle was then soaked in a freezer at -20F for three hours with the bolt cocked and the safety in the on position. When the rifle was moved to the "Fire" position and the rifle did not fire. Th
Barrel	Description		slightly worn, functioning
	Date Code		
	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	---Select---	n/a
	Ex/Eject Test	False	
Magazine	Condition	Slightly Worn; Functioning	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Slightly Worn; Functioning	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		Slightly worn, functioning
	Function	Slightly Worn; Functioning	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	Sear spring was slightly out of position but was functioning properly
	Pull	---Select---	no measured
	Altered	False	Indeterminate: The safety block screw had very little tamper evidence sealant on it and may have be

Name: Sid Wilson

Firearm: M700 SPS Tactical with Hogue Stock (84207)

Caliber: .308 Win

Serial Number: G6702647

DOM: 10-26-2007

Owner: Sid Wilson

Description of Incident: 11/29/12 Per call from Wilson, his 700 SPS Tactical fired when he went to unload it. He was standing outside his pick-up and it fired through the floorboard and transmission. He said the safety was on, and he touched the safety to move to fire and just the touch caused it to fire. It had not moved to the fire position. He had not pulled the trigger prior to that while the safety was on.

Items supplied for examination: The incident M700 SPS Tactical rifle.

Present for the examination: Derek Watkins

General Condition: Overall the condition of the rifle was good, with some signs of slight wear on the barrel and bolt.

Conclusion: The claimed failure of the incident rifle discharging without a trigger pull could not be duplicated. The rifle was subjected to function testing at 75F and -29F, with the rifle only discharging when the safety was in the "Fire" position and the trigger was fully pulled. The rifle was disassembled and inspected; no manufacturing or design defects were found. The incident rifle was found to be in specification and functioning properly.

Ammunition Used: N/A

Respectfully submitted: 15 February, 2013

By: Derek L Watkins
Director, Product Technology Integration
Remington Arms Co. LLC.
315 W Ring Rd.
Elizabethtown, KY 42701

Customer Name: Wilson

Case# 8245

G6702647

Part	Sub-Part	Code	Comment
Examination	Examiner	Derek Watkins	
	Exam Date	2/7/2013	
	Product Type	M700	
	Action Type	Bolt	
	Assigned To		
Cause			The rifle passed 5 function tests and 5 trick tests. The rifle was then soaked in a freezer at -20F for three hours with the bolt cocked and the safety in the on position. When the rifle was removed the safety was moved to the "Fire" position and the rifle did not fire. The rifle was then subjected to 5 function tests and it passed each test.
		Claimed fire with out a trigger pull.	The claimed defect could not be duplicated.
Barrel	Description	slightly worn, functioning	
	Date Code		
	Bore Plugged	No	
	Bulged	No	
	Fired	Yes	
	Fired while Obstructed	No	
	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	
	Ejector	slightly worn, functioning	
Extractor	Condition	slightly worn, functioning	
	Cut Condition	N/A	
	Ext/Eject Test	No	
Magazine	Condition	slightly worn, functioning	
	Box Condition	slightly worn, functioning	
Overall	Exterior Condition	slightly worn, functioning	
	Stock Condition	slightly worn, functioning	
	Fore End Condition	slightly worn, functioning	
Receiver	Condition	slightly worn, functioning	
	Bulged	No	
Safety	Description	slightly worn, functioning	
	Function	slightly worn, functioning	
	Sub-Assembly	slightly worn, functioning	
Tests	Test Fired	No	
	Feeding Test	No	
Trigger			Sear spring was slightly out of position but was functioning properly.
	Condition	slightly worn, functioning	
	Pull	not measured	
			The safety block screw had very little tamper evidence sealant on it and may have been altered, but was indeterminate. All other adjustment screws were unaltered.
	Altered	indeterminate	
	Sub-Assembly	slightly worn, functioning	

20
EB10/07
4.5#
011

Model: 700



RE00295116

RECEIVED
JAN 09 2013

Monday, Jan 7 2013

3:37 AM

BY: _____

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #8245

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 SR00036958	Serial Number / Description G6702647 Model 700 RIFLE Caliber: 308	Date of Request: 11/30/2012 Date Printed: 11/30/2012
Customer: SID WILSON 357 30 RD PONCA CITY, OK 74604 US Email: osage1954@yahoo.com	Destination: Arms Services 14 Hoeffer 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

Prod Serv #8245

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

Grand Total: \$.00

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #8245

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 SR00036958	Serial Number / Description G6702647 Model 700 RIFLE Caliber: 308	Date of Request: 11/30/2012 Date Printed: 11/30/2012
Customer: SID WILSON 357 30 RD PONCA CITY, OK 74604 US Email: osage1954@yahoo.com	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 M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION		
Service Request Section Prod Serv #8245		
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
Grand Total:		\$.00

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>>) 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# SR00036958
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Prod Serv #8245



ARS LABEL REQUEST FORM

DATE:	11/30/2012	Service Request #	SR00036958
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelles email address:		

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

MAIL LABEL TO:	SID WILSON 357 30 RD PONCA CITY, OK 74604 US SR00036958 Email: osage1954@yahoo.com
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 30, 2012 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969065594599
REF 1:SR00036958
REF 2:

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs: SVC T/P USD
DV 0.00 COD 0.00 RS 1.00
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 11.38 PUB+HANDLING 11.38

ATTN: Prod Serv #8245

ARS LABEL REQUEST FORM

DATE:	12/03/2012	Service Request #	SR00036958
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelles		
email address:			

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

MAIL LABEL TO:	SID WILSON 357 30 RD PONCA CITY, OK 74604 US SR00036958 Email: osage1954@yahoo.com
RETURN ITEM TO:	ILN Arms Services



4X596 DEC 3, 2012 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4X5969066337696
 REF 1: SR00036958
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
AV 0.00	COD 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 11.38	PUB+HANDLING	11.38

ATTN: Prod Serv #8245







