

Remington Arms Co., Inc.

Product Service

Legal Case #:8261

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
296677	1/15/2013	12/3/2012	1/21/2013	11/24/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joe	Caron	4340 18th Rd.	Escanaba	MI	49829		H 906-399-4022

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot hole in cement wall @ camp	Cause:4038	Could Not Duplicate Concern	Unknown	
S FSR	Concern:1007	Fired on Safe Release		
C				

12/3/12: Customer called in. He stated he had a FSR while unloading rifle on 11/25/12 & shot a hole in cement wall at his camp. He said it scared him badly & he wants to know how we are going to compensate him for the hole in the wall. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	A6778168	KV	5/25/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	OSCAR ROBBINS PITTSBURGH PA		N			

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
Bolt Lock Modification at n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

12/3/12: Mailing ARS & forms. Box order# 1412567. df 1/21/13: I spoke w/customer, went over exam findings and offered to do the BLM at no charge - goodwill gesture. Customer stated he would like to have the BLM done. Customer did not ask for wall repair compensation during our conversation on the phone. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/16/2013
	Product Type		RF

	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	Trigger has to be pulled with safety off to fire
Barrel	Description		22" 3006 SPRG
	Date Code		KV
	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	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		BOLT LOCK SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	SEALANT PRESENT, CLEAN, NO RUST
	Sub-Assembly	M/700 Bolt Lock	

Remington®

8261

December 3, 2012

22"
KUS/79
5#
00/2

Joe Caron
4340 18th Rd.
Escanaba, MI 49829
Phone: 906-399-4022

} Return Address

Ref: # 8261, Model 700, Serial # A6778168

Dear Mr. Caron,

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 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

Serial
Number:

A6778168

Model: 700



RE00296677

RECEIVED
JAN 17 2013

BY:

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

PS 31683

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00037175	Serial Number / Description A6778168 Model 700 RIFLE	Date of Request: 12/03/2012 Date Printed: 12/03/2012
Customer: JOE CARON 4340 18TH RD ESCANADA, MI 49829 US Email:	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

Product Service # 8261. dmf

THE CONSUMER STATES THAT THE GUN HAD A FSR

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

Print

Reset

Model Number: <u>50-06</u>		Serial Number: <u>A6778168</u>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Joe Caron</u>		Date of Purchase: <u>?</u>	
Address (no PO Boxes): <u>4340 18th Rd</u>			
City: <u>Escanaba</u>		State: <u>MI</u>	Zip: <u>49829</u>
Phone (Daytime): <u>906-399-4622</u>		Fax: <u>—</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Caronj@ferris.edu</u>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>Date: Nov. 24, 2012</u> <u>Before unloading 50-06, safety was positioned to fire due to safety bolt lock. While positioning to fire the gun discharged the ammunition in the chamber. Shooting hole into camp block wall.</u> 500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>50-06 SPRG R-P</u>	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:
How often do you clean the bore? (Months or Number of rounds) <u>3 rounds</u>
How often do you clean the action? (Months or Number of rounds) <u>3 rounds</u>
How often do you clean the trigger assembly? (Months or Number of rounds) <u>6 rounds</u>
Brand of lubricant used:
How often do you lubricate the bore? (Months or Number of rounds) <u>3 rounds</u>
How often do you lubricate the action? (Months or Number of rounds) <u>3 rounds</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <u>3 rounds</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <u>Never</u>
What were the services performed?) <u>—</u>
Ship your INSURED firearm by either UPS or Parcel Post to:
<div><input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</div> <div><p>:: Record the serial number of your firearm before sending it.</p><p>:: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)</p><p>:: Remove all accessories from your firearm to prevent loss or damage.</p><p>:: Provide a return address on both the outside and inside the box. Shipments without a proper</p></div>

return address will be refused.

:: Ship your **INSURED** firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

REYNOLDS AND SON CONSTRUCTION LLC.
4872 GREENWOOD 18.12 DR.
ESCANABA MI. 49829
(906)789-6152

01-06-2013

To: Remington Arms Company, LLC.

To remove (1) Rock Faced Block 2 rows down and replace on side
wall.

Material and Labor \$380.00



Bullet Hole

ARS LABEL REQUEST FORM

DATE: 12/03/2012	Service Request # SR00037175
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:	JOE CARON 4340 18TH RD ESCANADA, MI 49829 US SR00037175 Email:
RETURN ITEM TO:	ILN Arms Services



44X596 DEC 3, 2012 ALL CURR USD 1 OF 1
 SVC GNDCCM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067051064
 REF 1:SR00037175
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE	CHRG:	
EV 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
PH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.31		PUB+HANDLING 10.31

ATTN: Product Service







