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Remington Arms Co., Inc.
Product Service
Legal Case #:9608

Case Information

RE# Date Opened Date Opened(PS) Date Closed Incident Date Pre Lit Lit Obsolete 1/8/2014 12/2/2013 1/22/2014 12/1/2013

Customer Information

Type Business First Name Last Name Street City State Zip Age Contact

Incident Dennis Crabtree 345 Plesant Valley Ln. Oneida TN 37841 H 423-286-6326

Incident Information

Claims Codes Repair Est. Medical Medical Treatment Status

PI

PD Damaged his truck Cause:4015 Improper Maintenance Unknown

S FSR Concern:1007 Fired on Safe Release

C

12/2/13: Customer called in. He stated he was unloading rifle & the gun fired on safe release. He said this has never happened before. He stated that he shot his truck when this happened, damaged wiring harness, damaged EGR valve also, df

Firearm Information

 Mfg.
 Type
 Model/Ga.
 SKU
 Serial
 Bbl.
 DOM

 Remington
 CF/BA
 700/3006 SPRG
 n/a
 A6422394
 LO 2/24/1977

Date Purchased Where Purchased

Accessories Original Owner

SOUTHERN GUN MIAMI FL 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 Release Date Reimbursement Release Date Reimbursement Release Date Reimbursement Settlement Release Date Reimbursement Release Date Release

Repair @ n/c goodwill gesture

Repair/Replacement Repair/Replacement Cost Date

\$50

12/6/13: Mailed ARS, letter, SR paperwork. Box order# 1571168. df 1/21/14: Spoke w/customer. We agreed to replace TA, clean & test at n/c - goodwill gesture. I mailed an owners manual to the customer. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

http://cps03sp01.remington.com:99/Remington\_PSA/PrintDisplay.aspx?ID=9608&Type=... 1/22/2014

	Examiner		B.TRAVIS
Examination	Exam Date		1/9/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
	Description		22" 3006 SPRG
	Date Code		LO
	Bore Plugged	False	
Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Not Functioning	SLUGGISH
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Not Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safatu	Description		BOLT LOCK SAFETY
Safety	Function	Like new; Functioning	
Sear	Lift	Select	.005
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	10363	False	
Trigger	Condition	Slightly Worn; Not Functioning	VERY DIRTY WILL FOLLOW DOWN
	Pull	Select	3#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Bolt Lock	

http://cps03sp01.remington.com:99/Remington\_PSA/PrintDisplay.aspx?ID=9608&Type=... 1/22/2014



December 2, 2013

Dennis Crabtree 345 Pleasant Valley Ln. Oneida, TN 37841 Phone: 423-286-6326

Ref # 9608, Model 700, Serial # A6422394

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. This shipping label is for a UPS Hub or UPS Terminal or a UPS driver can scan the label and ship the package for you. 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.

Sincerely, Dell Fulcher Consumer Affairs Administrator Remington Arms Co, LLC Phone: 1-800-243-9700 ext 8686

Fax: 336-548-7872

Model: 700 RE00333110 ECEIVE L JAN 1 0 2014 BY:

## 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 SR00070207 Customer: DENNIS CRABTREE 345 PLEASANT VALI ONEIDA, TN 37841 Email:		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 Email:	Date of Request: Date Printed: US	12/05/2013 12/05/2013
	item(s) will be evaluated by our repairman to determ		licy. If it is your firearm	will be repaired and
returned. If not, you will be co	entacted with an estimate before work is performed.			
Reason For Return M123 - FORWARD TO I	PRODUCT SERVICE FOR INSPECTION			
Service Request Section Product Service # 9608. de	mf			
Parts And Service Details Material Type	Description	Qty Warranty Needed	Price	Disc Amount
			The state of the s	
		•	·	
THIS IS NOT AN INVOICE. T being sent based on the conver-	This is a pre-estimate to repair, recondition, or replace sation with our representative.	the item(s)	Sub Total: Est Sales Tax: Grand Total:	.00 .00 \$.00

## ARS LABEL REQUEST FORM

Service Request #

SR00070207

QUANTITY: 1		WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY: fi	ulcherdm	email address:	I WILL MAIL LABEL
Business:	Remington Serv PO Box 700 Madison, NC 2' www.Remingto	7025-0700	
	LABEL IN	NFORMATION	
MAIL LABEL	DENNIS CRAB 345 PLEASANT ONEIDA, TN 3 SR00070207	r valley ln,	
	Email:		
RETURN ITE	M TO: ILN		
	Arms Services		
	1 (BERNETE LEGIEL ALL BERNETE		

4XX596 DEC 6, SVC GNDCOM TRACKING# 1Z4XX5969 REF 1:SR00070207 REF 2:	ACT V	ALL CURR /T 10.0 LBS 7	USD	1 OF
HANDLING CHARGE 0.0 SINGLE - PIECE PUB RA DV 0.00 DC 0.00 AH 0.00 TOT PUB CHG 11.01	O ATE CHRGS COD DGD PR	S: 0.00 0.00 0.00 pub+Hanol	RS SD SP	T/P USD 0.50 0.00 0.00 11.01

**ATTN: Product Service** 

DATE:

12/05/2013









