

Remington Arms Co., Inc.
Product Service
Legal Case #:10684

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
467572	9/24/2014	9/10/2014	10/1/2014				

Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Marion	Coffey	91 Lilly Drive	Fishersville	VA	22939		H 540-943-7844
Incident	Daniel	Quick						

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot hole in house wall	Cause:4038	Could Not Duplicate Concern	
S	Unexplained discharge of rifle	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

9/10/14: Marion Coffey called in. He is the owner of the rifle. He stated his father-in-law, Daniel Quick, had a loaded gun in his home. Mr. Quick was sitting in a chair and the firearm discharged without touching the trigger, shot a hole in the house wall, no injury. Mr. Coffey did not know if the Safety was on or off or if Mr. Quick was opening or closing the bolt. Mr. Coffey did not provide any info or request comp for wall damage. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	26425	S6580000	DA	9/7/2006 10:58:29 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S - BONITZ BROTHERS		Y			

CONCERN:FIRED WITHOUT TOUCHING TRIG

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
Replace TA & test			Remington/700/CF/BA			

Repair/Replacement Repair/Replacement
Cost Date
\$27

9/10/14: Mailed ARS, letter, SR paperwork to customer. Box order# 1728304, Ticket# 173857. df
10/1/14: Emailed Ilion to replace TA & test. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		K. COFFIN
	Exam Date		9/24/2014
	Product Type		RF
	Action Type		A
	Assigned To		S. NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 3006 SPRG
	Date Code		DA
	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	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	LIGHT SCRATCHES,MARS
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		XMP
	Function	Like new; Functioning	
Sear	Lift	---Select---	.012
	Notch	Slightly Worn; Functioning	

	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	INCONCLUSIVE
	Sub-Assembly	X-Mark Pro	

Remington®

34"
DA 9/06
4.5#
1012
COPY

September 10, 2014

10684

Marion Coffey
91 Lilly Drive
Fishersville, VA 22939
Phone: 540-943-7844

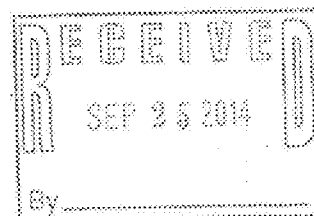
Product Service Ref # 10684, Ticket# 173857, Model 700, Serial # S6580000

Dear Customer,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. This label is for a UPS Hub or UPS Terminal. A box will arrive separately.

Please include a copy of this letter, form and service request to put inside the shipping container. The letter, form 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".

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 336-548-8686
Fax: 336-548-7872

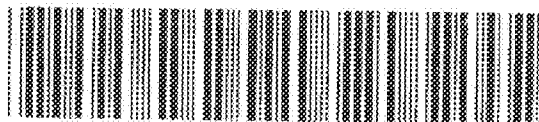


TAG: 24833

Serial
Number:

S6580000

Model: 700S



RE00467572

Service Request

Remington

PO Box 700

Madison, NC 27023-0700



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 173857	Serial Number / Description S6580000 700 CDL SS 30-06 SPRG LTD 24"	Date of Request: 09/10/2014 Date Printed: 09/10/2014
Customer: MARION COFFEY 91 Lilly Drive Fishersville VA 22939 US Email:	Destination: ARM 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 this is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.		
Reason for Return A_R014 - FORWARD TO PRODUCT SERVICE FOR INSPECTIO		

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 the item(s) are under warranty we will repair and return them. If the item(s) are not under warranty, you will be contacted with an estimate before work is performed. **Exception:** Estimates of \$75 or less will be serviced and returned via C.O.D. (cash on delivery) without notification, unless quote for all work is stated in the correspondence received.

Model Number: 700		Serial Number: 56580000	
Name: Marion Coffey		Date of Purchase: 	
Address (no PO Boxes): 91 Lilly Dr			
City: Fishersville		State: Va	Zip: 22939
Phone (Daytime): 540-943-7844		Fax:	
E-mail Address: Lcoffey91@comcast.net			
Please describe your problem: trigger recall			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
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. ⌚ Record the serial number of your firearm before sending it. ⌚ 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.) ⌚ Remove all accessories from your firearm to prevent loss or damage. ⌚ 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.			

Use our
UPS label



www.remington.com

Remington Arms Company, LLC
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	9/10/2014	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs.
PLEASE CHECK ONE			
MEDIA			
COORDINATOR			
TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Rifle Product Service # 10684			

LABEL INFORMATION

MAIL LABEL TO: Marion Coffey 91 Lilly Drive Fishersville, VA 22939 Phone: 540-943-7844
RETURN ITEM TO Remington Arms Co LLC Attn: Product Service 14 Hoefler Ave. Ilion, NY 13357

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX598 SEP 10, 2014 ACT WT 10.0 LBS #PK 1
SVC GNDGCM BL WT
TRACKING# 124XX5980000071005 ALL CURRENCY USD
REF 1:PRODUCT SERVICE REF 10084/DF/PQ
REF 2:

HC 0.00	CNS 0.00	FRY: 3RD
SHIPMENT PUB RATE CHARGES:		SVC 1/P USD
DV 0.00	EOB 0.00	RS 0.00
DC 0.00	DGD 0.00	
AN 0.00	PH 0.00	ROD 0.00
TOT PUB CHG 11.00	PUB + HANDLING 11.00	



