

Remington Arms Co., Inc.
Product Service
Legal Case #:10472

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
453869	8/4/2014	7/8/2014	8/14/2014				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joyce	Martz	1690 Block House Rd	Bolivia	NC	28422		H 910-712-3520

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Hole in carpet and concrete	Cause:4038	Could Not Duplicate Concern	Unknown
S	FBC	Concern:1008	Fired on Bolt Closing	
C				

7/8/14: Received call from Joyce Martz, she said that the rifle fired on bolt closing with the safety on. She said that it shot a hole in the carpet and concrete in their living room. No injury. She said this happened in November of 2013. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	25787	RR15014A	KG	5/17/2012 7:57:41 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART SUPERCENTER 4273		U			

CONCERN: FBC

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
Check over completely, repair as needed, and						

test fire at no
charge

Repair/Replacement Repair/Replacement
Cost Date

\$27

7/8/14: Sending ARS, letter, and SR paperwork. Ticket # 123375, UPS tracking # 1ZE133909094706229.
jbi 8/13/14: Per Ilion, "could not duplicate concern." jbi 8/14/14: I emailed Ilion to check over completely,
repair as needed, and test fire at no charge. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/11/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		KG
	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		XMP SAFETY

	Function	Like new; Functioning	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	X-Mark Pro	

Remington®

2211
K.C. 5/1
4/2
2011

July 8, 2014

10472

Joyce Martz
1690 Block House Rd
Bolivia, NC 28422
Phone: 910-712-3520

Ref # 10472, Model 700, Serial # RR15014A

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.

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". Product Service will be inspecting the firearm.

I hope that this action will keep you a loyal Remington customer.

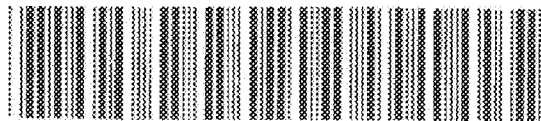
Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC / H&R
Phone: 336-548-8684
Fax: 336-548-7872

TAG: 21645

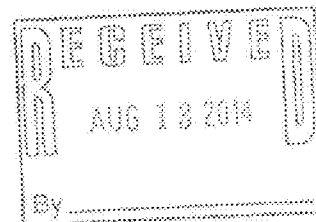
Serial
Number:

RR15014A

Model: 700



RE00453869



Service Request

Remington

PO Box 700

Madison, NC 27025-0700



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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

Service Request Number 123375	Serial Number / Description RR15014A	Date of Request: 06/20/2014 Date Printed: 07/08/2014
Customer: JOYCE MARTZ 1690 Block House Rd. Belivia NC 28422 US Email: joycemartz@ATMC.NET	Destination: ARM Services 14 Hoefler Ave Bion 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.

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) 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)

ARM Services
SR# 123375
14 Hoefler Ave
Ilion NY 13357 US

Email:

