

Remington Arms Co., Inc.
Product Service
Legal Case #:4974

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
210169	11/12/2010	11/4/2010	12/15/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Segars Sports	--	Segars Sports	2956 Georgia Hwy 68 N.	Sandersville	GA	31082		W 478-552-1486 F 478-240-0066 E drsegars@bellsouth.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4054 As received Follows Down		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

11/4/10: Dealer called in. He stated that the gun is new on the shelf. He stated that when you take it off Safe it will dry fire. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM-08	27357	G6918538	RD	11/4/2009 8:59:44 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH LLC		U			

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
Per Ilion - Repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$27	12/31/2010				

11/4/10: I will email ltr & form to dealer. I will ask Media Coord. to email ARS label. df 12/31/10: Per Ilion - Will follow down. TA pull screw altered excessive, no trigger return, check over, reset trigger pull screw, clean & test fire @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/15/2010
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4054	As received Follows Down	
Barrel	Description		22" 7MM08 REM
	Date Code		RD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	---Select---	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Like new; Not Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD XMP SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3#
	Altered	True	TRIG PULL SCREW ALTERED
	Sub-Assembly	X-Mark Pro	

22"
RD 11/09
3#
012

Model Number: 700 sps		Serial Number: G6918538	
Name: Segars Sports II		Date of Purchase:	
Address (no PO Boxes): 2956 GA Hwy 68 N.			
City: Sandersville	State: GA	Zip: 31082	
Phone (Daytime): 478-552-1486		Fax: 478-240-0066	
E-mail Address: drsegars@bellsouth.net			
Please describe your problem:			
Check & repair - no mention of issues?			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			

G6918538

Model: 700



RE00210169

DO NOT LOAD OR SPENT SHELLS IN YOUR FIREARM. THIS IS A REQUIREMENT IF YOU FEEL YOU MUST SEND SPENT SHELLS IN A SEPARATE PACKAGE AND INCLUDE THE SERIAL NUMBER, TELEPHONE AND MODEL AND ADDRESS OF YOUR FIREARM.

Inspect your firearm before sending it. To prevent further damage in shipping and handling, 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.

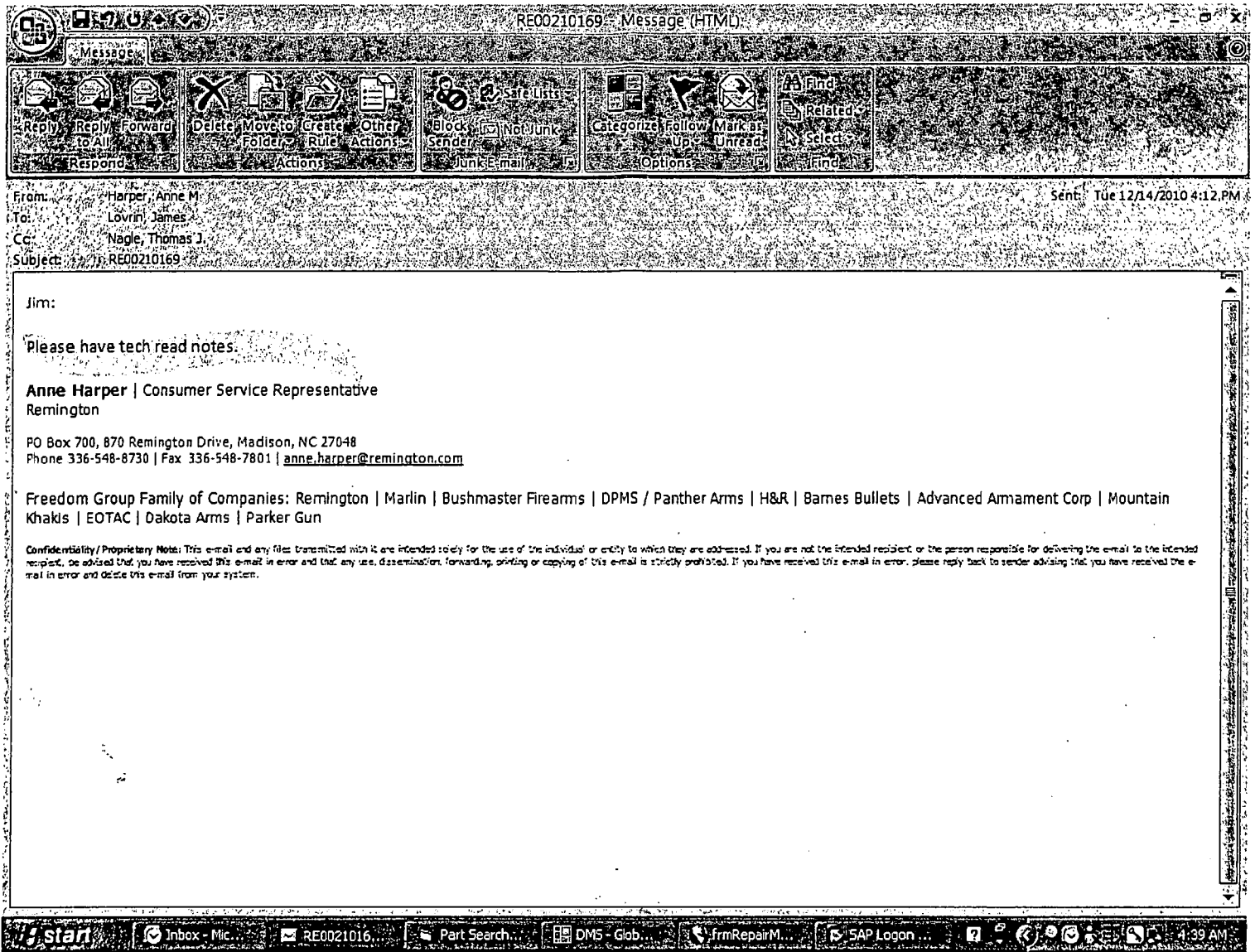
Print

Reset

RECEIVED

DEC 22 2010

will follow down. T.A. pull screw
Altered excessive, no trig. return.
check over, reset trig. pull screw, clean
& test fire AT N/C
warranty



~~Atch~~
Discharges when bolted
with or without safety on

Remington®

11/4/10

Emailed to dealer.

Dee

November 4, 2010

Segars Sports
2956 Georgia Hwy 68 N.
Sandersville, GA 31082
Ph: 478-552-1486

Ref: # 4974

Dear Dealer,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

Please include a copy of this letter & our form to put inside the shipping container. The letter inside is 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,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

COPY

November 4, 2010

Segars Sports
2956 Georgia Hwy 68 N.
Sandersville, GA 31082
Ph: 478-552-1486

Ref: # 4974

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Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: <input type="text"/>			
Please describe your problem: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<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>:: 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.</p></div> <div style="text-align: center;"><input type="button" value="Print"/> <input type="button" value="Reset"/></div>			

Fulcher, Dell Marie

From: postmaster@remington.com
To: drsegars@bellsouth.net
Sent: Thursday, November 04, 2010 2:30 PM
Subject: Relayed: Segars Sports - Ref# 4974

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

drsegars@bellsouth.net

Subject: Segars Sports - Ref# 4974

Fulcher, Dell Marie

From: Postmaster [postmaster@isp.att.net]
Sent: Thursday, November 04, 2010 2:30 PM
To: Fulcher, Dell Marie
Subject: Delivery Notification
Attachments: ATT00001; Segars Sports - Ref# 4974

Your message was successfully relayed via mx.bellsouth.yahoo.com for delivery to:
drsegars@bellsouth.net originally addressed to rfc822;drsegars@bellsouth.net

The Remote mail system does not support confirmation of actual delivery. Unless delivery fails, this will be the only delivery status notification sent.

**Remington.**

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/4/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR	XXXXXX	I WILL MAIL	
TO MAIL			
DESCRIPTION: Ref# 4974 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Segars Sports 2956 Georgia Hwy 68 N. Sandersville, GA 31082 Ph: 478-552-1486 Email: drsegars@bellsouth.net	Please email ARS to dealer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

4XX596 NOV 5, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 124XX5969066294983
REF 1: SEGARS SPORTS/CD/DMF
REF 2: 4974/RIFLE
HANDLING CHARGE 0.00 SVC 1/P USD
SINGLE-PIECE PUB RATE CHRG: RS 1.00
DV 0.00 COD 0.00 SD 0.00
DC 0.00 DGD 0.00 SP 0.00
AH 0.00 PR 0.00
TOT PUB CHG 9.24 PUB+HANDLING 9.24

drsegars@bellsouth.net

