

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7036

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
255293	1/20/2012	12/12/2011	1/23/2012	12/5/2011			

## Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	John	Brasser	11 Crossett Rd	Geneseo	NY	14454		H 585-704-1974 E SAINTJB@ROCHESTER.RR.COM

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1007	Fired on Safe Release	Unknown	
C	FSR			

12/12/11: Customer called in. He stated he had a FSR. No damage, No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	347004	KR	5/1/1968
Date Purchased	Where Purchased	Accessories	Original Owner			
			Y			

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 - Quote to repair under BLM

Repair/Replacement Cost	Repair/Replacement Date
\$29	1/26/2012

12/12/11: Mailing ARS & forms. Box order# 1284189. df 1/24/12: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test fire under BLM - quote. Customer apprvd quote & pd by credit card. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/23/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	

7036

22"  
KTS/61  
3.5"  
2011

<b>Model Number:</b> 700		<b>Serial Number:</b> 347004	
<b>Name:</b> John Brasser		<b>Date of Purchase:</b> mid 1980's ?	
<b>Address (no PO Boxes):</b> 11 crossett rd			
<b>City:</b> Geneseo		<b>State:</b> NY	<b>Zip:</b> 14454
<b>Phone (Daytime):</b> 585-704-1974		<b>Fax:</b> NA	
<b>E-mail Address:</b> saintjb@rochester.rr.com			
<b>Please describe your problem:</b>			
<p>Rifle given to me new from Dad as gift. Rifle would fire when safety pushed forward only a few times. Put rifle in storage during child rearing 18/19 years. took from storage to start again last week. Made sure barrel was clear went to the range. First 3 shots perfect. Next two discharges caused just pushing the safety off. Finished remaining 5 rounds. Same results, 2/5 discharged by just pushing safety off. Followed two dealers instructions and sent to you. very unsafe please call for more</p> <p><i>could not duplicate concern can often to replace clean test fire under for BZO +</i></p>			
14 characters left <i>Quote</i>			
<b>NOTE:</b> If you are unable to contact the Repair Center for repair time.			

Serial Number:

347004  
Model: 700

RE00255293

BY: \_\_\_\_\_

VE OR SPENT SHELLS IN YOUR  
X WITH THE FIREARM. THIS IS A  
IF YOU FEEL YOU MUST SEND  
THEM IN A SEPARATE  
ADDRESS (WITH ZIP CODE),  
SERIAL NUMBER OF YOUR

- :: 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

## ARS LABEL REQUEST FORM

DATE: 12/12/2011	Service Request # SR00006351
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	email address: I WILL MAIL LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.Remington.com">www.Remington.com</a>
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	JOHN BRASSER 11 CROSSETT RD GENESEO, NY 14454 US SR00006351  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b>  Arms Services



ACT WT 10.0 LBS #PK 1  
 BL WT 10.0 LBS ALL CURRENCY USD

4XX696 DEC 12, 2011  
 SVC GND COM  
 TRACKING# 1Z4XX6969067081871  
 REF 1: SR00006351  
 REF 2:

HANDLING CHARGE 0.00 SHIPMENT PUB RATE CHARGES: DV 0.00 DC 0.00 AH 0.00 TOT PUB CHG 7.94	COD 0.00 DGD 0.00 PR 0.00 FRT: 3RD SVC T/P USD RS 0.50 ROD 0.00 PUB+ HANDLING 7.94
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ATTN: Product Service







