

Remington Arms Co., Inc.
Product Service
Legal Case #:7159

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
258336	2/13/2012	12/28/2011	2/14/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		David	Brown	212 Chal Smith Rd	Mocksville	NC	27028		C 336-909-2693

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when closing bolt on round	Cause:4038 Could Not Duplicate Concern Concern:1008 Fired on Bolt Closing	Unknown	
C				

PI

PD

S Fired when closing bolt on round

Cause:4038 Could Not Duplicate Concern
Concern:1008 Fired on Bolt Closing

Unknown

C

12/28/11 Per call from Brown, his son's 700 fired when he was unloading it. It is an ADL so you have to unload from the top and when closing the bolt to unload it fired. He is not sure if the safety was on or not.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	27518	G6498159	PZ	6/9/2005 11:42:46 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR		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
Per Ilion, offer to replace TPA, clean, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date
7.57	2/15/2012

12/28/11 Mailing ARS.cm 2/15/12 Per Ilion, could not duplicate concern. Trigger assm dirty and some light rusting. Can offer to replace TPA, clean, test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/14/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN
	Date Code		PZ
	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	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY, SOME LITE RUSTING
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

2.0"
P26/
6#
1013

7159

COPY

December 28, 2011

David Brown
212 Chal Smith Rd
Mocksville, NC 27028

Subject: Case # 7159, Model 700, SR# 7776

Dear Mr. Brown,

Please include a copy of this letter with the firearm as well as the Service Request form.
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. Please mark the small ends of the box "Product Service".

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
FEB 15 2012
BY:.....

Serial Number:

G6498159

Model: 700



RE00258336

could not duplicate concern.
T.A. dirty + some like pasting.
can often to replace TPA, clean
+ test fire at 1/2 normal cost.

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Prod Serv #7159

Parts and Repairs: P:800-243-9700/F:336-548-7801

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 SR00007776	Serial Number / Description G6498159 Model 700 RIFLE Caliber: 243	Date of Request: 12/28/2011 Date Printed: 12/28/2011
Customer: DAVID BROWN 212 CHAL SMITH RD MOCKSVILLE, NC 27028 US Email: Christy	Destination: Arms 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 it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.		
Reason For Return M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION		
Service Request Section Fired on bolt closing.cm		
Parts And Service Details		
Material	Type	Description
		Qty Needed
		Warranty
		Price
		Disc
		Amount
CSWCH		
THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.		
Sub Total:		.00
Est Sales Tax:		.00

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RD FORM RD 7055 REV. 205

MODEL 700™ ADL SYNTHETIC YOUTH
BOLT ACTION CENTERFIRE RIFLE
20" BARREL WITH SIGHTS 243 WIN

ASK FOR THE PACKING CARTON

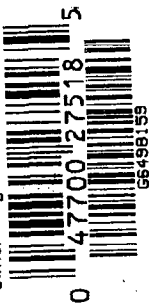
INSTRUCTION BOOK 3509
SECURITY SYSTEM FLYER 9428
201207 LOCK KEY ASSEMBLY (2)
SHELF TALKER - 700 SYNTHETIC

1U FORM 1684

proof of purchase



owner registration sticker



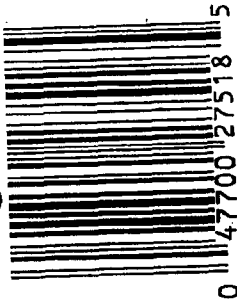
ORDER NO. **27518**

BARREL LENGTH **20"**

CAPACITY **5**

G6498159

UPC



NOTE: Please complete and print this form, and then include it with your firearm.

Model Number:	700	Serial Number:	66498159
Are you the original owner? <input checked="" type="radio"/> YES <input type="radio"/> NO (my Dad bought it)			
Name: David Brown		Date of Purchase: 7-15-2006	
Address (no PO Boxes): 212 Chal Smith Rd			
City: Mocksville	State: NC	Zip: 27028	
Phone (Daytime): 336 909-2693		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) dbrown75@yad.tel.net			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: was unloading gun. pulled bolt up and slid back sliding bolt back 1st shell come out. Pushed Second Shell in to Chamber; when bolt was closed gun fired with out warning. Second time this has happened.			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used: IMR 4831		Powder Weight: 44.5	
Case/Hull Used: Winchester		Primer Used: Fed. 210	
Bullet Type/Shot Size: Nosler 95gr		Reloader Used: RCBS	

Firearms Care (Cleaning and Lubrication): <u>Regular</u>	
Brand of cleaning solution used:	<u>Hoppes</u>
How often do you clean the bore? (Months or Number of rounds)	<u>Every 10 Shots</u>
How often do you clean the action? (Months or Number of rounds)	<u>Every 10 Shots</u>
How often do you clean the trigger assembly? (Months or Number of rounds)	<u>Every 10 Shots</u>
Brand of lubricant used:	<u>Hoppes</u>
How often do you lubricate the bore? (Months or Number of rounds)	<u>after Season</u>
How often do you lubricate the action? (Months or Number of rounds)	<u>after Season</u>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<u>after Season</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="radio"/> YES <input type="radio"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
<u>Never</u>	
What were the services performed?	
<p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoesler Avenue Illon, NY 13357</p>	
<p>⚠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.</p> <p>:: 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. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p>	

ARS LABEL REQUEST FORM

DATE: 12/28/2011	Service Request # SR00007776
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	email address: Christy.Mitchell@remington.com

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	DAVID BROWN 212 CHAL SMITH RD MOCKSVILLE, NC 27028 US SR00007776 Email: Christy
RETURN ITEM TO:	ILN Arms Services



4XX658 DEC 28, 2011 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 1Z4XX5969066962000 ALL CURRENCY USD
 REF 1: SR00007776
 REF 2:
 HANDLING CHARGE 0.00 FRT: 3RD
 SHIPMENT PUB RATE CHARGES: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.50
 DC 0.00 DGD 0.00
 AH 0.00 PR 0.00 ROD 0.00
 TOT PUB CHG 9.04 PUB + HANDLING 9.04

ATTN: Prod Serv #7159



