

Remington Arms Co., Inc.
Product Service
Legal Case #:6907

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250318	12/14/2011	11/28/2011	1/4/2012	11/27/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Wards Systems Inc	Jody	Clark	65 North Gate Plaza Unit 15	Morrisville	VT	05661		H 802-888-3296

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	hole through interior wall and out through the cedar siding	Cause:4015 Improper Maintenance		
S		Concern:1005 Unexplained Discharge Safe	Unknown	
C		ON		

11/28/11 Per call from Clark, she had her rifle loaded, safe on and was going outside with it when it fired. It shot a hole in the interior wall and through the exterior cedar siding wall. her son was able to duplicate it. The safety started going up on it's own and it gets stuck in between position. It was given to her as a gift. She had never had a problem with it before.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	26068	C6733655	DM	9/29/1992
Date Purchased	Where Purchased	Accessories	Original Owner			
	HORTON DIST CO INC * LEW TWO PIECE BASE,BOTTOM HALF RINGS		Y			

CONCERN:FIRED ON ITS OWN

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
Replace TPA no charge, clean and test as a gesture of goodwill						
	Repair/Replacement Cost	Repair/Replacement Date				
	65.63	1/4/2012				

11/28/11 Mailing ARS and box.cm 1/4/12 Called Clark with the condition of the trigger. Offered to replace TPA no charge, clean and test as a gesture of goodwill. Will send her an owner's manual also detailing cleaning procedures that I mentioned during our call today.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/15/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
	Description		22" 243 WIN
	Date Code		DM
	Bore Plugged	False	

Barrel	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	ACT VERY DIRTY
	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	Non-ISS	
Sear	Lift	---Select---	.017
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	VERY DIRTY,RUSTY
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE,BOTTOM HALF RINGS

COPY

2211
DMG/
6#
011

6907

November 28, 2011

Jody Clark
Wards Systems, Inc
65 N. Gate Plaza, Unit 15
Morrisville, VT 05661

Subject: Case # 6907, Model 700, SR# 4738

Dear Ms. Clark,

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

Serial Number:

C6733655

Model: 700



RE00250318

RECEIVED
DEC 16 2011

BY:

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

ATTN: Product Service #6907

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 SR00004738	Serial Number / Description C6733655 Model 700 RIFLE Caliber: 243	Date of Request: 11/28/2011 Date Printed: 11/28/2011
Customer: JODY CLARK WARDS SYSTEMS INC 65 N GATE PLAZA, UNIT 15 MORRISVILLE, VT 05661 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
Safety sticks in between safe and fire, moves on it's own, Has fired with safe on without touching trigger.cm

Parts And Service Details									
Material	Type	Description		Qty Needed	Warranty	Price	Disc	Amount	
<p>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.</p>									
						Sub Total:		.00	
						Est Sales Tax:		.00	

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

Model Number:		Serial Number:	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Jodi Clark		Date of Purchase:	
Address (no PO Boxes): 131 Private Ridges Rd			
City: Morrisville		State: VT	Zip: 05661
Phone (Daytime): 802-888-3296		Fax: 802-888-4923	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Kyia.bearie@hotmail.com</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: Gun fired on it's own going from in between safe + fire - put a hole through my house			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

ARS LABEL REQUEST FORM

DATE: 11/28/2011	Service Request # SR00004738
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelles	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:	JODY CLARK WARDS SYSTEMS INC 65 N GATE PLAZA, UNIT 15 SR00004738 MORRISVILLE, VT 05661 US Email: Christy
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 28, 2011 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 124XX5969066555807
 REF 1: SR00004738
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
DV 0.00	COD 0.00	RS 0.50	
DC 0.00	DGD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 7.94	PUB+HANDLING	7.94	

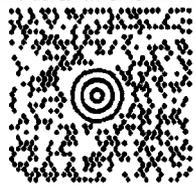
ATTN: Product Service #6907

To
Deu

MAILROOM
336-548-8777
REMINGTON ARMS COMPANY INC
870 REMINGTON DRIVE
MADISON NC 27025

2 LBS 1 OF 1

SHIP 336-548-8700
JODY CLARK
TO: 65 N. GATE PLAZA UNIT 15
WARDS SYSTEM INC
MORRISVILLE VT 05661



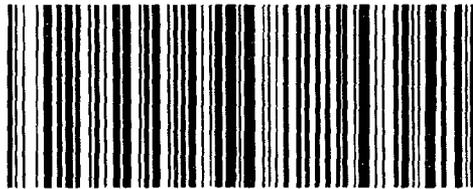
VT 056 0-01



AT

UPS GROUND

TRACKING #: 1Z 4XX 596 03 0001 8344



BILLING: P/P

SHIP: 11/28/11

REF: 10

AMC 4.20 ELTN2844 21.5V 10/2011

Date: 11-28-11 1 lb 9.2 oz

Acct # : 36272	Base :\$ 6.34
Cust # : 620000004430	Spc S:\$ 0.00
Zip/Zone: 05661 / 5	Addl :\$ 0.00
Trk # : 1Z4XX5960300018344	
Pkg ID #: 10	Total \$ 6.34
Service : UPS Ground	

