

Remington Arms Co., Inc.
Product Service
Legal Case #:7043

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
251203	12/20/2011	12/12/2011					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Keith	Crouse	905 Charlestowne Blvd	Florence	SC	29505		H 843-453-7889 E keithcrouse@yahoo.com

Incident Information

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

12/12/11 Per call from Crouse, he was going to unload his rifle about a week ago and when he rocked the safety forward it fired shooting holes in several walls.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	n/a	6719094	LY	2/1/1974
Date Purchased	Where Purchased	Accessories	Original Owner			
	COAST TO COAST STRS MINN MINN	TWO PIECE BASE	N			

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
	Repair/Replacement Cost	Repair/Replacement Date				

12/12/11 Emailing ARS.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/21/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		LY
	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	

	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Worn; Functioning	DID NOT CLOSE ON SAAMI OVERMAX
	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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.005
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

7043

224
LY2/74
4#
.005

December 12, 2011

Keith Crouse
905 C. arlestowne Blvd
Florence, SC 29505

Subject: Case # 7043, Model 700 barrel, SR# 6465

Dear Mr. Crouse,

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
DEC 22 2011

BY:.....

could not duplicate concern

Serial Number: 6719094

Model: 700



RE00251203

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 #7043

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 SR00006465	Serial Number / Description 6719094 Model 700	Date of Request: 12/12/2011 Date Printed: 12/12/2011
Customer: KEITH CROUSE 905 CHARLESTOWNE BLVD FLORENCE, SC 29505 US Email: keithcrouse@yahoo.com		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 when taking off safety.cm

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

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

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

Model Number:	700	Serial Number:	6719094
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name:	Keith Crouse	Date of Purchase:	~ 1990 private sale
Address (no PO Boxes): 905 Charles Towne Blvd			
City:	Florence	State:	SC
		Zip:	29505
Phone (Daytime):	843-453-7889	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) KeithCrouse@yahoo.com			
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: 12/4/2011 8:AM 40°F			
Carried loaded rifle on a sling over shoulder w/ muzzle upward. Walked through light brush. Safety was on. Magazine full. Started unload process by pushing safety forward. That appeared to fire the rifle. Continued unloading process w/o incident. Gun has not been cleaned since incident.			
500 characters left			
Ammunition Information:			
Manufacturer:	PMC	Type:	30-06 SPRG.
Other (i.e. bullet weight/type, shot size, powder): 150 Gr. FMJ			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #7043

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

www.Remington.com

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Customer: KEITH CROUSE 905 CHARLESTOWNE BLVD FLORENCE, SC 29505 US Email: kcithcrouse@yahoo.com		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 when taking off safety.cm		
Parts And Service Details		
Material	Type	Description
		Qty Needed
		Warranty
		Price
		Disc
		Amount
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

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 <<mailto: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)

Arms Services
SR# SR00006465
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service #7043



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

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
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: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
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:			
<div><div></div><div>500 characters left</div></div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	

ARS LABEL REQUEST FORM

DATE: 12/12/2011	Service Request # SR00006465
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

LABEL INFORMATION

MAIL LABEL TO:

KEITH CROUSE
905 CHARLESTOWNE BLVD
FLORENCE, SC 29505 US
SR00006465
Email: keithcrouse@yahoo.com

RETURN ITEM TO:

ILN
Arms Services



4XX090 DEC 13, 2011 AGT WT 10.0 LBS #PK 1
SVC GND COM BL WT 10.0 LBS
TRACKING# 1Z4XX6969066920466 ALL CURRENCY USD
REF 1:SR00006465
REF 2:

HANDLING CHARGE 0.00		FRT: 3RD	
SHIPMENT PUB RATE CHARGES:		SVC T/P USD	
DV 0.00	COD 0.00	RS	1.00
DC 0.00	DGD 0.00		
AH 0.00	PR 0.00	ROD	0.00
TOT PUB CHG 10.11		PUB + HANDLING	10.11

ATTN: Product Service #7043





