

Remington Arms Co., Inc.
Product Service
Legal Case #:6913

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
249265	12/6/2011	11/28/2011	1/3/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charlie	Cuevas	934 Mackall Ave	McLean	VA	22101		C 571-259-9366 E charliephs@yahoo.com

Incident Information

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

11/28/11 Per call from Charlie, he was out hunting with the rifle opening of season and that evening when he was done, he went to his truck to unload the rifle and it fired when he released the safety. It shot a hole through the passenger window of his Ford F250. He has had it fixed and it cost about \$200. He bought the rifle from a friend and it was the friend's fathers rifle originally.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/30-06 SPRG	n/a	6891702	WZ	8/13/1975
Date Purchased	Where Purchased	Accessories	Original Owner			
	WESTERN WHLSE SPTG DENVER COL	RECOIL PAD SLEEVE	N			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash	Reim.	Cash
				Settlement	Date APV	Date APV
Replace TPA, clean, test at no charge as gesture of goodwill.						
Repair/Replacement Cost	Repair/Replacement Date					
114.90	1/3/2012					

11/28/11 Emailing ARS and ltr.cm 12/20/11 Left voice message that we can replace TPA, clean, test no charge as goodwill. No fault found, could not duplicate.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		WZ
	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 BOLT LOCK SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.009
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	



frmREInquiry - Repair Inquiry

Repair Number: RE00249265 Serial: 6891702 700 Produced: 08/13/1975 SKU: Repairman: Status: New 11/28/2011 11:49:01 AM

ADDRESS INFORMATION

Customer/Return To form with fields for Name, Address 1, Address 2, PO Box, City, State, Zip Code, and Country. Includes radio buttons for 'Received from'.

FFL: 01011900

Contact / Condition Problems Estimate History / Status Shipping / Billing

Table with 2 columns: Code, Desc. Row 1: M123 FORWARD TO PRODUCT SE...

Repair Notes

Repairman's Comments

Problems Found

CSR Comments: Fired when releasing safety.cm

RECEIVED DEC 13 2011

Refresh

Close

Serial Number: 6891702 Model: 700



Handwritten notes: 2276, 628/75, 5th, 009

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service # 6913

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 SR00004812	Serial Number / Description 6891702 700	Date of Request: 11/28/2011 Date Printed: 11/28/2011
Customer: CHARLIE CUEVAS 934 MACKALL AVE MCLEAN, VA 22101 US Email: charliephs@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 releasing safety.cm

Parts And Service Details			Qty	Warranty	Price	Disc	Amount
Material	Type	Description	Needed				
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# SR00004812
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service # 6913



ARS LABEL REQUEST FORM

DATE: 11/28/2011	Service Request # SR00004812
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:	CHARLIE CUEVAS 934 MACKALL AVE MCLEAN, VA 22101 US SR00004812 Email: charliephs@yahoo.com
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 28, 2011 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065247231
 REF 1:SR00004812
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRGs:		
DV 0.00	COD 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 9.54	PUB+HANDLING	9.54

ATTN: Product Service # 6913



6891702

RE-00249265





