

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7044

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
257803	2/8/2012	12/12/2011	2/15/2012				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Gary	Diehl	PO Box 3012	Oswego	NY	13126		C 315-532-7192

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Hole in floor of his porch	Cause:4006 Altered Adjustments or Components		Unknown
S	Fired on safety release	Concern:1007 Fired on Safe Release		
C				

12/12/11 Per call from Diehl, he just bought this rifle before season, second hand, and was going to unload it and it fired when he flipped the safety.cm 2/15/12 Letter sent with rifle states he has a hole in floor of his porch from this incident.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/25-06 REM	n/a	A6434468	AO	3/22/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	BONITZ BROS HARRISBURG PA		N			

CONCERN: FSR,PUT HOLE IN PORCH FLOOR

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
Quote to replace TPA, clean, test at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.40	2/15/2012				

12/12/11 Mailing ARS.cm 2/15/12 Quote to replace TPA, clean, test at BLSM program price.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/9/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	
Barrel	Description		24" 2506 REM
	Date Code		AO
	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	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	CHIPPED AT TOE
	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---	.008
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,LITE RUSTING TRIG NOT RETURNING PROPERLY WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

24"  
A03/77  
2#  
.008

7044

December 12, 2011

COPY

Gary Diehl  
PO Box 3012  
Oswego, NY 13126

Subject: Case # 7044, Model 700 barrel, SR# 6468

Dear Mr. Diehl,

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](mailto:christy.mitchell@remington.com)

Number: A6434468

Model: 700



RE00257803

RECEIVED  
FEB 15 2012

BY:.....

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

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

Model Number: 700	Serial Number: A6434468
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: Gary L Diehl	Date of Purchase: Nov-2011
Address (no PO Boxes): 125 COURT ST	
City: Oswego	State: NY Zip: 13126
Phone (Daytime): 315-343-1269	Fax:
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) G.Diehl61@gmail.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: I was unloading the Fire arm you have TO put Safety OFF to open BOLT. The Fire arm went off pulling a hole in the Floor of my porch.	
500 characters left	
Ammunition Information:	
Manufacturer: Remington	Type: 120 Grain core lock Factory
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: 12/12/2011	Service Request # SR00006468
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	email address: Christy.Mitchell@remington.com

<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>	GARY DIEHL/SHAPIRO MOTORS 410 W FIRST ST PO BOX 3012 SR00006468 OSWEGO, NY 13126 US Email: Christy
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services



4XX698 DEC 13, 2011 ACT WT 10.0 LBS #PK 1  
 SVC GND COM BL WT 10.0 LBS  
 TRACKING# 1Z4XX6989065199850 ALL CURRENCY USD  
 REF 1:SR00006468  
 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 7.94		PUB+HANDLING	7.94

**ATTN: Product Service #7044**











