

Remington Arms Co., Inc.
Product Service
Legal Case #:6920

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
249935	12/12/2011	11/28/2011	12/27/2011	11/28/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Steve	Dirla	1929 Morris Ave	Columbia	TN	38401		H 931-626-4502 E s.dirla@charter.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	shot hold through seat and door of car	Cause:4006 Altered Adjustments or Components Concern:1007 Fired on Safe Release		Unknown
S				
C				

11/28/11 Per call from Dirla, he was shooting this 700 today and was coming out from hunting to his car. He was unloading and when he moved the safety to fire it fired and shot a hole in the front drivers seat and into the back drivers door. This is the first time it has happened. His father bought it originally and used it to bench shoot.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/2506 REM	n/a	6523228	WB	8/1/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	JOHN BIEWER ST CLAIR MICH	SCOPE,RINGS,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
Per Ilion, replace TPA, clean and test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.40	12/27/2011				

11/28/11 Emailing ARS.cm 12/20/11 Per Ilion, trigger assm dirty, sticky and set screws altered. Replace TPA, clean and test fire under BLSM.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/13/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4006	Altered Adjustments or Components	PHOTOS IN SEPERATE FOLDER
	Description		24" 2506 REM HB
	Date Code		WB
	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	BINDS
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Worn; Functioning	WILL NOT CLOSE ON SAAMI OVER MAX
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Not 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---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,STICKY WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		SCOPE,RINGS,TWO PIECE BASE

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700

ATTN: Product Service # 6920



Parts and Repairs: P:800-243-9700/P: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.**

2411
WBSF
2 It

6920

X

Service Request Number
SR00004940

Serial Number / Description
6523228
Model 700

Date of Request: 11/28/2011
Date Printed: 11/28/2011

Customer:
STEVE DIRLA
1929 MORRIS AVE
COLUMBIA, TN 38401 US

Destination:
Arms Services
14 Hoefler Ave
Ilion, NY 13357 US

Email: s.dirla@charter.net

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

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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6523228

Model: 700



RE00249935

RECEIVED
DEC 16 2011

BY:

T.A. dirty, sticky + set screws
altered. Replace TPA, clean + test
fire under BLF for 20. + skip

Quote

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# SR00004940
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service # 6920



ARS LABEL REQUEST FORM

DATE: 11/28/2011	Service Request # SR00004940
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

LABEL INFORMATION

MAIL LABEL TO:

STEVE DIRLA
1929 MORRIS AVE
COLUMBIA, TN 38401 US
SR00004940

Email: s.dirla@charter.net

RETURN ITEM TO:

ILN

Arms Services



4XX596 NOV 28, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065980117
REF 1:SR00004940
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 10.11	PUB+HANDLING	10.11

ATTN: Product Service # 6920

Mitchell, Christy

From: s.dirla@charter.net
Sent: Thursday, December 01, 2011 11:38 PM
To: Mitchell, Christy
Subject: RE: Remington 700
Attachments: bullet-out.jpg; bullet-in.jpg; bullet-in1.jpg; bullet-notout.jpg

Christy,

Sorry it has taken so long to get back to you with the pictures. Kings Firearms and more will be sending the rifle to you since they had it checked in to there log book and thought it would be easy for me for them to do it. As long as the issue is remedied ill continue to be a loyal customer. im just glad my 11 year old wasnt near the truck when it went off. thank you for the fast response.

Steve Dirla

On Mon, Nov 28, 2011 at 2:57 PM, Mitchell, Christy wrote:

> Dear Mr. Dirla,
>
> Please include a copy of the attached Service Request form as well as
> the completed form. These documents included inside are 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/Field Armorer's School
>















