

Remington Arms Co., Inc.
Product Service
Legal Case #:6887

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250439	12/14/2011	11/22/2011	12/15/2011	11/20/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Jamieson Motors Inc	Fred	Langford	115 Hwy 2 West	Chinook	MT	59523		W 406-357-2470

Incident Information

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

11/22/11 Per call from Langford, when taking a shot at a coyote Sunday, the rifle fired when he moved the safety to fire. He has never had an issue with it previously. He tried to duplicate afterward and could not.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 SAUM	26436	S6452982	WW	8/27/2002 10:54:49 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BIG BEAR STORES/BIG BEAR		U			

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, offer to replace TPA, clean, test fire at 1/2 normal cost						
	Repair/Replacement Cost	Repair/Replacement Date				

11/22/11 Mailing ARS and box.cm 12/27/11 Per Ilion, could not duplicate concern. Trigger assm set screws altered. Can offer to replace TPA, clean, test fire at 1/2 normal cost.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	4038	Could Not Duplicate Concern	
Barrel	Description		24" 300 SAUM
	Date Code		WW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	

Bolt	Firing Pin	Slightly Worn; Functioning	ISS LOCK HAS BEEN REMOVED
	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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Non-Bolt Lock	

6887

COPY

2411
WW 8/07
2.5#
1011

November 22, 2011

Fred Langford
Jamieson Motors Inc
115 Hwy 2 West
Chinook, MT 59523

Subject: Case # 6887, Model 700, SR# 4561

Dear Mr. Langford,

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

REC
DEC 1 2 2011

BY:.....

Serial Number:

S6452982

Model: 700



RE00250439

could not duplicate concern.
T.A. set screws altered. CAN
open to replace TPA, clean +
test fire at 1/2 normal cost

Quote

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Question on accuracy - could be the
Bullet is not stabilizing until after
100 yds.

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service # 6887

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 SR00004561	Serial Number / Description S6452982 Model 700 RIFLE Caliber: 300	Date of Request: 11/22/2011 Date Printed: 11/22/2011
Customer: FRED LANGFORD 115 HWY 2 WEST CHINOOK, MT 59523 US Email: give to 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
Fired on safety release

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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.

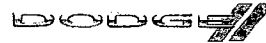
Sub Total: .00
Est Sales Tax: .00



DODGE

Jeep[®]

CHRYSLER



JAMIESON MOTORS INC.

P.O. Box 487 • 115 Hwy 2 W. • Chinook, Montana 59523 • (406) 357-2470 • (800) 357-2470 • Fax (406) 357-2577

12/05/2011

Please note,

At a 300 yard bench rest, this gun shoots a tighter pattern than a 100 yard bench rest.

Could there be a problem with the barrel ?

Thanks,

ARS LABEL REQUEST FORM

DATE:	11/22/2011	Service Request #	SR00004561
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:

FRED LANGFORD
115 HWY 2 WEST
CHINOOK, MT 59523 US
SR00004561

Email: give to Christy

RETURN ITEM TO:

ILN

Arms Services



ATTN: Product Service # 6887

4XX596 NOV 22, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067066674
REF 1:SR00004561
REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	SVC T/P USD RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 11.53	PUB+HANDLING	11.53

