

Remington Arms Co., Inc.
Product Service
Legal Case #6910

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
249314	12/6/2011	11/28/2011	12/7/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Frank	Leysath	108 Tee Box Court	Saint Matthews	SC	29135		C 803-707-2036

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired on bolt closing Concern:1008 Fired on Bolt Closing			
C				

11/28/11 Per call from Leysath, two weekends ago he went to the deerstand and was unloading. It has a bolt lock so he had the safety off. He was getting the 3rd shell out and it fired. He had no problems with the rifle prior. His father was the original owner and it was passed to him.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/243 WIN	n/a	A6657918	DQ	9/11/1978
Date Purchased	Where Purchased	Accessories	Original Owner			
	JOHNS SPT GDS CANTON OH	TWO PIECE BASE	N			

CONCERN: FBC

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace TPA, clean, test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.40	12/20/2011				

11/28/11 Mailing box and ARS.cm 12/20/11 Per Ilion, could not duplicate concern. Replace TPA, clean, test fire at BLSM program price.cm

Examination[Remington/CF/BA]

SR 8870 → 253512

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		12/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		I. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		DQ
	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---	.008
	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	
Non-Remington Components	Description		TWO PIECE BASE

22'
009/2
5#
1008

6910

COPY

November 28, 2011

Frank Leysath
108 Tee Box Court
Saint Matthews, SC 29135

Subject: Case # 6910, Model 700, SR# 4760

Dear Mr. Leysath,

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 13 2011

BY:

could not duplicate concern.
Replace TPA, clean & test fire
under BCP Con 820. + ship

Quote

Serial Number:

A6657918

Model: 700



RE00249314

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 # 6910



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 SR00004760	Serial Number / Description A6657918 Model 700	Date of Request: 11/28/2011 Date Printed: 11/28/2011
Customer: FRANK LEYSATH 108 TEE BOX COURT SAINT MATTHEWS, SC 29135 US Email: Christy		Destination: Arms Services 14 Hoeffer 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 unloading.cm		
Parts And Service Details		
Material	Type	Description
		Qty Needed
		Warranty
		Price Disc Amount

ARS LABEL REQUEST FORM

DATE: 11/28/2011	Service Request # SR00004760
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchellcs	email address: Christy.Mitchell@remington.com

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

FRANK LEYSATH
108 TEE BOX COURT
SAINT MATTHEWS, SC 29135 US
SR00004760

Email: Christy

RETURN ITEM TO:

ILN

Arms Services



ATTN: Product Service #6910

4XX596 NOV 28, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066875784
REF 1:SR00004760
REF 2:

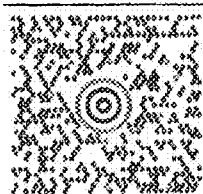
HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
DY 0.00	COD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 9.61	PUB+HANDLING	9.61

To
DeLL

MAILROOM
336-548-8777
REMINGTON ARMS COMPANY INC
870 REMINGTON DRIVE
MADISON NC 27025

2 LBS 1 OF 1

SHIP 336-548-8700
FRANK LEYSATH
TO: 108 TEE BOX COURT
SAINT MATTHEWS SC 29135



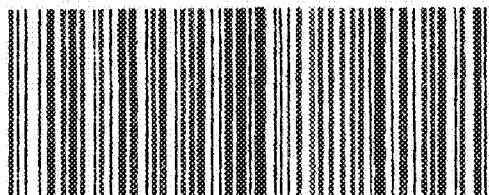
SC 291 0-01



DT

UPS GROUND

TRACKING #: 1Z 4XX 596 03 0001 8326



BILLING: P/P

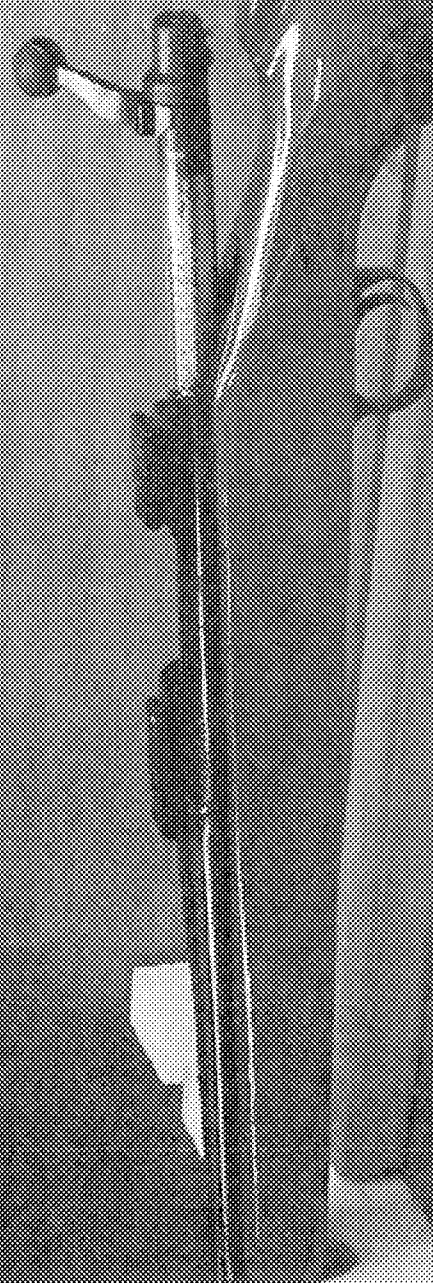
SHIP: 11/28/11

REF: 10

ARC 4.20 ELTN2844

21 5V 10/2011

Acct #	36272	Date:	11-28-11	1 lb 9 2 oz	Base \$	5.72
Cust #	620000004428				Spc S \$	1.70
Zip/Zone	29135 / 3				Addl \$	0.00
Trk #	1Z4XX5960300018326					
Pkg ID #	18				Total \$	7.42
Service	UPS Ground					



3A6657918
Model 700
RE00249314





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