

Remington Arms Co., Inc.
Product Service
Legal Case #:6937

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250161	12/13/2011	11/29/2011	12/14/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Archer Arms Co.	Joe	McCann	128 Main St. Unit # 2E	Carver	MA	02330		W 508-866-5668 E joe.archerarms@verizon.net

Incident Information

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

11/29/11: Customer called in. He bought gun used & had a FSR about a week ago. He did not have a date. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	n/a	A6481467	OO	7/14/1977
Date Purchased	Where Purchased	Accessories	Original Owner			
	LEW HORTON SOUTHBOROUGH MA		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 - Quote to repair under BLM						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$30.40	1/3/2011				

11/29/11: Mailing ARS & forms. df 1/3/12: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test fire under BLM - quote. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		OO
	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---	.012
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	

22"
007/7
4#
017

6937

COPY

November 29, 2011

Joe McCann
c/o Archer Arms Co.
128 Main St. Unit 2E
Carver, MA 02330
Phone: 508-866-5668

Ref: # 6937, Model 700, Serial # A6481467

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results. I will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

enclosure

Serial Number:

A6481467

Model: 700



RE00250161

could not duplicate concern.
can offer to replace TPA, clean +
Test fire under BCP for 820. +
ship

Quote

RECEIVED
DEC 16 2011

Remington Arms Company, LLC • 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

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. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

Service Request Number SR00005154	Serial Number / Description A6481467 Model 700 Center Fire Caliber: 270	Date of Request: 11/29/2011 Date Printed: 11/29/2011
Customer: JOE MCCANN C/O ARTHUR ARMS CO. 128 MAIN ST UNT 2E CARVER, MA 02330 US Email:		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
Product Service # 6937 - FSR

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

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

PS 24142

Print

Reset

Model Number: <u>700</u>		Serial Number: <u>A6481467</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>ARCHER ARMS CO</u>		Date of Purchase:	
Address (no PO Boxes): <u>128 MAIN ST.</u>			
City: <u>CARVER</u>		State: <u>MA</u>	Zip: <u>02330</u>
Phone (Daytime): <u>508-866-5668</u>		Fax: <u>508-866-5488</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>JOE.ARCHERARMS@VERIZON.NET</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>ROUND WAS LOADED INTO THE CHAMBER WITH THE SAFETY ON. PREPARING TO TAKE A SHOT TOOK THE SAFETY OFF AND THE RIFLE FIRED WITH OUT TOUCHING THE TRIGGER.</u> <u>THANKYOU IN ADVANCE FOR TAKING CARE OF THIS SAFETY ISSUE</u> 500 characters left <u>Joe McCann</u> OWNER			
Ammunition Information:			
Manufacturer: <u>WINCHESTER</u>		Type: <u>270 Win</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>130 GR POWER-POINT</u>			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	UNKNOWN
How often do you clean the bore? (Months or Number of rounds)	UNKNOWN
How often do you clean the action? (Months or Number of rounds)	UNKNOWN
How often do you clean the trigger assembly? (Months or Number of rounds)	UNKNOWN
Brand of lubricant used:	UNKNOWN
How often do you lubricate the bore? (Months or Number of rounds)	UNKNOWN
How often do you lubricate the action? (Months or Number of rounds)	UNKNOWN
How often do you lubricate the trigger assembly? (Months or Number of rounds)	UNKNOWN
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	UNKNOWN
What were the services performed?	
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p style="text-align: center;"> Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357 </p>	
<p><input type="checkbox"/> WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p style="text-align: center;"> :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper </p>	

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

ARS LABEL REQUEST FORM

DATE: 11/29/2011	Service Request # SR00005154
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: fulcherdm	
email address: I WILL MAIL LABEL	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.Remington.com
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LABEL INFORMATION

MAIL LABEL TO:	JOE MCCANN C/O ARTHUR ARMS CO. 128 MAIN ST UNT 2E SR00005154 CARVER, MA 02330 US Email:
RETURN ITEM TO:	ILN Arms Services



ATTN: Product Service

4XX596 NOV 29, 2011 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066531529
 REF 1:SR00005154
 REF 2:
 HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRG:
 DV 0.00 COD 0.00 SVC T/P USD
 DC 0.00 DGD 0.00 RS 0.50
 AH 0.00 PR 0.00 SD 0.00
 TOT PUB CHG 8.15 PUB+HANDLING 8.15 SP 0.00





