Remington Arms Co., Inc.
Product Service
Legal Case #:6866

Case Information

RE# Date Opened Date Opened(PS) Date Closed Incident Date Pre Lit Lit Obsolete 249276 12/6/2011 11/16/2011 12/7/2011

**Customer Information** 

Street City Type **Business** First Name Last Name State Zip Age Contact 404 N Orlean St 35630 H 256-483-5500 Incident McGee Florence AL Jimmy

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

PΙ

PD Cause:4038 Could Not Duplicate Concern

Unknown
Fired on safety release Concern:1007 Fired on Safe Release

C

11/16/11 Per call from McGee, this rifle has fired when releasing the safety a couple of times.cm

Firearm Information

 Mfg.
 Type
 Model/Ga.
 SKU
 Serial
 Bbl.
 DOM

 Remington
 CF/BA
 700/270 WIN
 27476
 E6771454 WV
 8/29/2001 10:07:05 PM

Date Purchased Where Purchased Accessories Original Owner

GRICE WHOLESALE Y

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 Release Date Reimbursement Settlement Release Date APV APV

Per Ilion, repalce TPA, clean, test fire at 1/2 normal cost

Repair/Replacement Repair/Replacement Cost Date

11/16/11 Mailing ARS.cm 12/19/11 Per Ilion, could not duplicate concern. Trigger assm dirty and rusty. Replace TPA, clean, test fire at 1/2 normal cost.cm

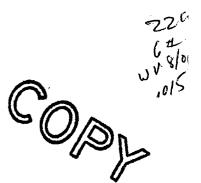
Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/7/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	IMPROPER MAINTENANCE
	Description		22" 270 WIN

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6866&Type=Case

12/19/2011

Barrel	Date Code		WV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	Water Target Tar
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	ACTION DIRTY, RUSTY
Overall	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	.015
	Notch	Slightly Worn; Functioning	
	T	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	Select	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	



6866

November 17, 2011

Jimmy McGee 404 N Orleans St Florence, AL 35630

Subject: Case # 6866, Model 700, SR# 4189

Dear Mr. McGee,

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

DEC 1 3 2011

E6771454

Model: 700

RE00249276

could not deplicate concern.

T.A. denty + Rusty, Rephree TPA,

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COSA

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

ATTN: Product Service # 6866

Parts and Repairs: P:800-243-9700/F:336-548-7801

Madison, NC 27025-0700 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 Serial Number / Description

SR00004189

E6771454

Model 700 RIFLE Caliber: 270

Customer:

JIMMY MCGEE 404 N ORLEANS ST

FLORENCE, AL 35630 US

Date of Request: 11/17/2011

Date

Printed: 11/17/2011

Destination:

Arms Services 14 Hoefler Ave

Ilion, NY 13357 US

Email: give to Christy

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.

Harada Landa (Salakura) Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Fired on safety release

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: Est Sales Tax: .00 .00

## ARS LABEL REQUEST FORM

DATE:	11/17/2011	Service Request #	SR00004189
QUANTITY:	ĺ	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelles	email address:	Christy.Mitchell@remington.com
Business:		Remington Service	

PO Box 700

Madison, NC 27025-0700 www.Remington.com

## LAREL INFORMATION

LADEL INFORMATION		
MAIL LABEL TO:	JIMMY MCGEE 404 N ORLEANS ST FLORENCE, AL 35630 US SR00004189 Email: give to Christy	
RETURN ITEM TO:	ILN	
	Arms Services	



