

Remington Arms Co., Inc.
Product Service
Legal Case #:6707

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
245116	10/28/2011	10/20/2011	10/31/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jason	Parrish	1802 Onyx Cove	White House	TX	75791		W 903-590-1730 C 903-570-9170 E jparrish@smith-county.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S Misfires	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C				

10/20/11 Per call from Parrish, in Nov 2003 and in 1997 he had misfires with this rifle. He recently read about the problems with the 700 and wanted to get his rifle checked. He had put it up after the incident in 2003 and has not fired it since. He bought this rifle second hand.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/7MM REM MA	25815	C6315549	XI	12/19/1988
Date Purchased	Where Purchased	Accessories	Original Owner			
	NBS / MARBURGER'S SPTG. GOODS, I	STK SHELL HOLDER	N			

CONCERN:SLAM FIRED,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, test fire at 1/2 normal cost						

Repair/Replacement Cost	Repair/Replacement Date

10/20/11 Emailing ARS, SR and ltr.cm 11/3/11 Per Ilion, could not duplicate concern. Trigger assm dirty and some rust. 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		10/31/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		XI
	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 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.008
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,SOME RUSTING
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		STK SHELL HOLDER

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service #6707

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

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.**

24"
X 11 1/2"
6#
008

Service Request Number SR00001506	Serial Number / Description C6315549 Model 700 RIFLE	Date of Request: 10/20/2011 Date Printed: 10/20/2011
Customer: JASON PARRISH 1802 ONYX COVE WHITE HOUSE, TX 75791 US Email: jparrish@smith-county.com	Destination: Arms Services 14 Hoefer 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

- Slam fired and gun fired on multiple times when switching gun from safety to fire JP 10/20/11

Service Request Section

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amonnt
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could not duplicate concern.
T.R. dirty + some rust.
Rephen TPA, clean + test fire
at 1/2 normal cost

Quote

Serial Number: C6315549

Model: 700



RE00245116

SHIPPED NOV - 1 PAID

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



October 20, 2011

Jason Parrish
1802 Onyx Cove
White House, TX 75791

Subject: Case # 6707, Model 700, SR# 1506

Dear Mr. Parrish,

Please include a copy of this letter with the firearm. **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 ends of the boxes with "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

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# SR00001506
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service #6707



ARS LABEL REQUEST FORM

DATE: 10/20/2011	Service Request # SR00001506
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
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LABEL INFORMATION

MAIL LABEL TO:	JASON PARRISH 1802 ONYX COVE WHITE HOUSE, TX 75791 US SR00001506 Email: jparrish@smith-county.com
RETURN ITEM TO:	ILN Arms Services



4XX596 OCT 20, 2011 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065807804
 REF 1:SR00001506
 REF 2:CD

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRGs:		
DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 1.00
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 10.77	PUB+HANDLING	SP 0.00
		10.77

ATTN: Product Service #6707





