

Remington Arms Co., Inc.
Product Service
Legal Case #:6917

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
249295	12/6/2011	11/28/2011					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Bruce	Pyle	6232 Telegraph Rd	Elkton	MD	21921		C 302-379-0358 E jenpyle@udel.edu

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
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PI

PD shot hole in backseat of vehicle Cause:4006 Altered Adjustments or Components

Unknown

S Concern:1020 Fired on Bolt Opening

C

11/28/11 Per call from Pyle, when opening the bolt it fired and shot his backseat of his vehicle. It is his only rifle so he needs it turned around quickly.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/308 WIN	n/a	A6751972	PV	7/17/1979
Date Purchased	Where Purchased	Accessories	Original Owner			
	BONITZ BROS HARRISBURG PA		Y			

CONCERN:FBO

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
Repair/Replacement Cost	Repair/Replacement Date					

11/28/11 Emailing ARS and letter.cm 12/14/11 Emailed reply to Mrs. Pyle the results of the inspection and that we could replace the trigger at the BLSM program price of \$20 + shipping.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	4006	Altered Adjustments or Components	
Barrel	Description		22" 308 WIN
	Date Code		PV
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Firing Pin	Slightly Worn; Functioning		

Bolt	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; Not 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	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY,RUSTY.TRIG NOT RETURNING WILL FOLLOW DOWN
	Pull	---Select---	2#
	Altered	True	SET SCREWS ALTERED
	Sub-Assembly	M/700 Bolt Lock	

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service #6917

2211
PV 6/7
Z#

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 SR00004833	Serial Number / Description	Date of Request: 11/28/2011 Date Printed: 11/28/2011
Customer: BRUCE PYLE 6232 TELEGRAPH RD ELKTON, MD 21921 US Email: jenpyle@udel.edu		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 when opening bolt.cm

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

Serial Number

A6751972
Model: 700



RE00249295

RECEIVED
DEC 13 2011
BY: _____

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

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: REMINGTON MODEL 700	Serial Number: A6751912
Are you the original owner? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
Name: HARVEY B. PYLE	Date of Purchase: GIFT 1982
Address (no PO Boxes): 6232 TELEGRAPH RD	
City: ELKTON	State: MD Zip: 21921
Phone (Daytime): 302-379-0358	Fax: 302-831-1528
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) JEN.PYLE@UDELL.EDU	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: RIFLE FIRED WHILE UNLOADING AMMO UPON OPENING BOLT	
500 characters left	
Ammunition Information:	
Manufacturer: HORNADY	Type: 308 WIN
Other (i.e. bullet weight/type, shot size, powder): 150-GRAIN SST W-TERRLOCK	
Handicapped Information: N/A	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Service Request

Remington Service
PO Box 700



Madison, NC 27025-0700

ATTN: Product Service #6917

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

www.Remington.com

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						Sub Total:	.00
						Est Sales Tax:	.00

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# SR00004833
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service #6917



ARS LABEL REQUEST FORM

DATE: 11/28/2011	Service Request # SR00004833
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:	BRUCE PYLE 6232 TELEGRAPH RD ELKTON, MD 21921 US SR00004833 Email: jenpyle@udel.edu
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 28, 2011 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969065439364
 REF 1:SR00004833
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 1.00
DV 0.00	COD 0.00	SD 0.00
DC 0.00	DGD 0.00	SP 0.00
AH 0.00	PR 0.00	PUB+HANDLING 8.65
TOT PUB CHG 8.65		

ATTN: Product Service #6917



1A6751972
Rev. 700
RE00249295





