

Remington Arms Co., Inc.
Product Service
Legal Case #:6944

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
249504	12/8/2011	11/30/2011	12/9/2011	11/29/2011			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	Slayden	1520 Lawndale	Pleasant	mo	64080		C 816-863-2330 E rslay12@aol.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired when opening bolt Concern:1020 Fired on Bolt Opening			
C				

11/30/11 Per call from owner, last night he was unloading the rifle and when he opened the bolt it fired. It has a bolt lock. He is not the original owner.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/25-06 REM	n/a	B6304186	AB	3/14/1981
Date Purchased	Where Purchased	Accessories	Original Owner			
	SIMMONS GUN OLATHE KS	TWO PIECE BASE	N			

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
Per Ilion, replace TPA, clean, test fire at BLSM program price						
	Repair/Replacement Cost	Repair/Replacement Date				
	30.44	12/20/2011				

11/30/11 Emailing ARS.cm 12/20/11 Per Ilion, replace TPA, clean, test fire at BLSM program price.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/9/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 2506 REM
	Date Code		AB
	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---	.014
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	M/700 Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

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

2411
AB3/8
4#
014

6944

Model Number: <u>Model 700 BDL</u>		Serial Number: <u>B6304186</u>	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO			
Name: <u>Robert Slayden, Jr</u>		Date of Purchase: <u>..? 1987</u>	
Address (no PO Boxes): <u>1520 LAWNDALE</u>			
City: <u>PLEASANT HILL</u>		State: <u>Missouri</u>	Zip: <u>64080</u>
Phone (Daytime): <u>816-863-2330</u>		Fax: <u>.....</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>R.SLAY12@AOL.COM</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>WAS UNLOADING, HAD to put on time to unload, discharge when I try to open bolt, other hand was on stock no where close to trigger, only time in 24 years that this did this. Did not clean only oiled outside so you can see as the condition it was in when it mis fired</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>WINCHESTER</u>		Type: <u>120gr Positive Expanding Point</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>120gr</u>			
Hendload Information: <u>N.A.</u>			
Powder Used: <u>/</u>		Powder Weight: <u>/</u>	
Primer Used: <u>/</u>		Reloader Used: <u>/</u>	

Number: **B6304186**

Model: **700**



RE00249504

BY: could not duplicate concern.
CAN offer to replace TPA, clean
x the ST Rifle ~~and~~ under BLP
Con. \$20. + ship

Quote

Service Request

Remington Service
PO Box 700



Madison, NC 27025-0700

ATTN: Product Service #6944

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	Serial Number / Description	Date of Request:
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SR00005189	B6304186	11/30/2011
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Date	Printed:	11/30/2011
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Customer:	Destination:
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ROBERT SLAYDEN	Arms Services
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Email: rslay12@aol.com	Email:
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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

MI23 - FORWARD TO PRODUCT SERVICE FOR INSPECTION
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Service Request Section

Fired when opening bolt to unload.cm

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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
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Est Sales Tax:	.00
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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# SR00005189
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service #6944



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

Model Number: <input type="text"/>		Serial Number: <input type="text"/>	
Are you the original owner? <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>		State: <input type="text"/>	Zip: <input type="text"/>
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
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:			
500 characters left			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	

ARS LABEL REQUEST FORM

DATE:	11/30/2011	Service Request #	SR00005189
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mittchells	email address:	Christy.Mitchell@remington.com

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

ROBERT SLAYDEN
1520 LAWDALE
PLEASANT, MO 64080 US
SR00005189

Email: rs12@aol.com

RETURN ITEM TO:

ILN

Arms Services



4XX596 NOV 30, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX596906773338
REF 1:SR00005189
REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DV 0.00	COD 0.00	RS 1.00
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 10.77	PUB+HANDLING	10.77

ATTN: Product Service #6944





