

Remington Arms Co., Inc.  
Product Service  
Legal Case #:6842

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
248041	11/28/2011	11/14/2011	11/29/2011	11/13/2011			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Scott	Smith	6320 Scott Hamilton Dr	Little Rock	AR	72209		W 501-975-4444 C 501-580-6556 E scott@posterboyonline.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

11/14/11: Customer called in. He stated that the gun had a FBC on 11/13/11. No damage, No injury. He has been reading online info about the M/700. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25793	C6550450	KK	5/23/1990
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HQ. INC., #1	TWO PIECE BASE	U			

CONCERN:FBC

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 Customer - Return as Received						

**Repair/Replacement Cost Repair/Replacement Date**

11/14/11: Customer will receive ARS & forms by email. df 12/12/11: Per Ilion - Could not duplicate concern. Can offer to replace TA, clean & test fire @ 1/2 normal cost - quote. Customer refused the quote & had factory do Return as Received. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/29/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		KK
	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---	.011
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	
Non-Remington Components	Description		TWO PIECE BASE

# Remington®

22"  
KKS/90  
5th  
1011

6842

November 14, 2011

Scott Smith  
6320 Scott Hamilton Dr.  
Little Rock, AR 72209  
Phone: 501-975-4444  
Email: scott@posterboyonline.com

Ref: # 6842, Model 700, Serial # C6550450

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:

C6550450

Model: 700



RE00248041

could not duplicate concern.  
can offer to replace TPA, clean +  
test fire at 1/2 normal cost

Quote

RECEIVED  
DEC 02 2011

BY:.....

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

## ARS LABEL REQUEST FORM

<b>DATE:</b> 11/14/2011	<b>Service Request #</b> SR00003775
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> fulcherdm	
<b>email address:</b>	

### Business:

Remington Service  
 PO Box 700  
 Madison, NC 27025-0700  
[www.Remington.com](http://www.Remington.com)

## LABEL INFORMATION

### MAIL LABEL TO:

Scott Smith  
 6320 Scott Hamilton Dr.  
 Little Rock, AR 72209 US  
 SR00003775  
 Email: [scott@posterboyonline.com](mailto:scott@posterboyonline.com)

### RETURN ITEM TO:

**ILN**  
 Arms Services



4XX596 NOV 15, 2011 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969065139349  
 REF 1:SR00003775  
 REF 2:

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRG:		
DY 0.00	COD 0.00	SVC T/P USD 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**







