

Remington Arms Co., Inc.
Product Service
Legal Case #:6699

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
246231	11/8/2011	10/18/2011	11/9/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Patrick	Soehl	5970 Nora Point, Apt 103	Colorado Springs	CO	80919		H 719-243-8882

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Fired when releasing safety	Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release	Unknown	
C				

10/18/11 Per call from Soehl, the first couple of times it happened he thought he might have done something. This last time, he laid it down and released the safety when it fired.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	27476	E6272086	KQ	5/14/1996
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART WAREHOUSE #3R		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	Reim. Date APV	Cash Date APV
Per Ilion, offer to replace TPA, clean and test fire at 1/2 normal cost						
Repair/Replacement Cost	Repair/Replacement Date					

10/18/11 Mailing ARS.cm 11/14/11 Per Ilion, could not duplicate concern. Can offer to replace TPA, clean and test fire at 1/2 normal cost.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/9/2011
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22 270 WIN
	Date Code		KQ
	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---	.012
	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	

2211
KQ5/96
5#
1012

6699

October 18, 2011

COPY

Patrick Soehl
5970 Nora Point, Apt 103
Colorado Springs, CO 80919

Subject: Case # 6699, Model 700, SR# 1294

Dear Mr. Soehl,

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

enclosure

Serial Number:

E6272086

Model: 700



RE00246231

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

RECEIVED
NOV 14 2011

Quote

BY:.....

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025

Service Request

Remington Service
PO Box 700



Madison, NC 27025-0700

ATTN: Product Service #6699

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	Serial Number / Description	Date of Request:	10/18/2011
SR00001294	E6272086	Date Printed:	10/18/2011
	Model 700 RIFLE Caliber: 270		

Customer:
PATRICK SOEHL
5970 NORA POINT, APT 103
COLORADO SPRINGS, CO 80919 US

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.

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

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:	.00
Est Sales Tax:	.00

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

Model Number:	Serial Number:	
Are you the original owner? <input type="checkbox"/> YES <input type="checkbox"/> NO		
Name:	Date of Purchase:	
Address (no PO Boxes):		
City:	State:	Zip:
Phone (Daytime):	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)		
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:		
<div style="border: 1px solid black; height: 150px; width: 100%;"></div>		
500 characters left		
Ammunition Information:		
Manufacturer:	Type:	
Other (i.e. bullet weight/type, shot size, powder):		
Handload Information:		
Powder Used:	Powder Weight:	
Case/Hull Used:	Primer Used:	
Bullet Type/Shot Size:	Reloader Used:	

ARS LABEL REQUEST FORM

DATE:	10/18/2011	Service Request #	SR00001294
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mittchelles	email address:	Christy.Mitchell@remington.com

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

PATRICK SOEHL
5970 NORA POINT, APT 103
COLORADO SPRINGS, CO 80919 US
SR00001294

Email: give to Christy

RETURN ITEM TO:

ILN

Arms Services



4XX596 OCT 18, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969067695799
REF 1:SR00001294
REF 2:CD

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRGs: SVC T/P USD
DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 11.53 PUB+HANDLING 11.53

ATTN: Product Service #6699



Account Number 8497 90 003 1361672
Billing Date 11/16/11
Unpaid Balance \$58.80 - Due Now
New Charges \$267.77 - Due 12/11/11
Total Amount Due \$326.57
Page 1 of 4

Contact us: @ www.comcast.com 1-800-XFINITY (934-6489)

Patrick Soehl

For service at:
5960 NORA PT APT 104
COLORADO SPRINGS CO 80919-3742

News from Comcast

REMINDER FOR YOUR PAYMENT. Payment for service previously billed is now past due. Please send your payment in full today. Continued delay can cause interruption of your service. If payment has been made, please disregard this message. Questions? Call 888-824-4010.

Computer Problems Slowing You Down? Now you can get 24/7 expanded tech support for your PCs and wireless network. Starting at just \$4.95/mo, XFINITY Signature Support is like having your own tech "help desk" for PC tune-ups, wireless networks, viruses and more. Call 1-877-780-2396 or visit xfinity.com/signaturesupport for more details.

PLEASE NOTE: Payments that are not received by the due date are subject to late payment fees.

Monthly Statement Summary

Previous Balance	208.80
Credit Card Payment - 11/03/11	-150.00
Unpaid Balance - Due Now	58.80
New Charges - Due by 12/11/11	267.77
<i>See below for more information</i>	
Total Amount Due	\$326.57

New Charges Summary

XFINITY Bundled Services	94.94
Additional XFINITY TV Services	16.00
Additional XFINITY Internet Services	7.00
Additional XFINITY Voice Services	7.36
Partial Month Charges & Credits	4.52
<i>Changes were made to your account this month. See the following pages for more details.</i>	
Other Charges & Credits	134.77
Taxes, Surcharges & Fees	3.18
Total New Charges	\$267.77

Thank you for being a valued Comcast customer!

Detach and enclose this coupon with your payment. Please write your account number on your check or money order. Do not send cash.



9602 S 300 W. SANDY UT 84070-3340
8497 9000 NO RP 16 11172011 NNNNNNNN 01 999070

PATRICK SOEHL
5960 NORA PT APT 104
COLORADO SPRINGS, CO 80919-3742

Account Number	8497 90 003 1361672
Payment Due By	Due Now
Total Amount Due	\$326.57
Amount Enclosed	\$

Make checks payable to Comcast

COMCAST CABLE
PO BOX 34227
SEATTLE WA 98124-1227

849790003136167200326579





